

## HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 6	Fiscal Policies and Procedures	Effective:	May 2000
Section 6.6	General Services	Revised:	December 2008
<b>Policy 6.6.6</b>	<b>Mail Services</b>	Responsibility:	Assistant Vice President for Business Affairs

## MAIL SERVICES

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### Responsibilities

Mail Services, a Division of General Services, is responsible for acceptance and distribution of U.S. Mail at the Health Science Center. Mail Services is responsible for processing and delivering campus and U.S. Mail and providing cost efficient postal service while conforming to U.S. Postal regulations in support of the overall mission of The University of Texas Health Science Center at San Antonio.

The Mail Services Guide is available at <http://www.uthscsa.edu/business/genservices/>.

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### U.S. Mail

#### U.S. Postal Service Mail (USPS)

U.S. Postal Service (USPS) mail is delivered to departments by Mail Services, a Division of General Services.

1. First Class U.S. Mail received each morning daily by Mail Services, not specifically addressed to an individual or specific departments, and bears no return address will be opened by the Accounting Office for inspection and proper routing or handling.
2. Mail is sorted only to department(s), where it is then fine sorted to the proper division(s). Departments are responsible for forwarding mail for and to faculty/staff that have been transferred, relocated or are located off campus; unless mail delivery service has been established for the new off-campus location. Departments are responsible for forwarding mail for their divisions and/or their departments that have reorganized, resulting in a separation from their home department to form a new department.
3. For more expedient mail delivery, insure the name and most importantly the department name is included on all your incoming U.S. Mail and intra-campus mail. Failure to include the department name can cause any unnecessary delay in receiving mail.

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4. Mail delivery service is scheduled once daily between 1:00 p.m. – 2:00 p.m.
  5. Mail collection boxes have been placed throughout the University campus, one in each building. Collection times are 10:00 a.m., 1:00 p.m. and 4:00 p.m.
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### **Intra-Campus Mail**

#### Departmental Mail (Intra-Campus)

Addressee name, campus location (i.e., University Plaza, North Campus, TRP, CTTC, Downtown) and department name must be written vertically on the envelope. Failure to do so may result in postage being applied to the mail piece and processed as outgoing mail. When reusing intra-campus mail envelopes, insure all previous unrelated names and addresses are obliterated from the envelope. Intra-campus mail received without a proper departmental name will be returned to the sender for additional routing information.

All in-house flyers (single sheets) should be folded once and bundled by department(s). All in-house mass mailings (more than one sheet) must be grouped by department(s) before mailing.

#### Student Mail

Mail for groups of students should be bundled with a cover slip stating "All MS, DS, or NS, and should note the students' grade level" (i.e., I's, II's, III's, or IV's). No name is required. When the student names are included on the bundled mail, the names should be in alphabetical order including the student's grade level and mail box number. Please contact the Mail Services Supervisor for a complete listing of student mail box assignments. Individual mail must have the student's name, grade level and mail box number written vertically on the short side of the envelope. Single sheet mail must be folded in half with the student's name, grade level, and mail box number written on the outside of the folded sheet. Any mail piece addressed to Health Professions students must include complete name, grade level, program, and mail box number. Any mail submitted for distribution through campus mail originating from any student organization must first receive approval from the Assistant Vice

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President for Student Services and the Director of General Services, or the Mail Services Supervisor.

Commercial and Political Mail

Campus mail is for “Official State Business” only and cannot be used for personal, political and/or commercial purposes.

**Outbound U.S. Mail**

Zip Codes

The nine digit-zip code, 78229-3900, must be used on all outgoing mail return addresses. All departments must use the 3900 extension.

Mail Codes

Departmental mail codes must be included on all Health Science Center official stationery, envelopes, letterhead, and business cards. The mail code is used for charge back purposes for all outgoing mail and for identification purposes on incoming mail. To insure outbound mail is mailed out in a timely manner, insure the departmental mail code and the department name are provided in the return address and on the same line.

Metered Mail

All outgoing U.S. Mail should bear a return address with “The University of Texas Health Science Center at San Antonio” on the first line. The department name and mail code must also be referenced in the senders return address. Mail may be metered as long as it is an official Health Science Center stationary address.

All mail to be metered must be “Official State Business” and include the department’s name and assigned mail code in the return address. If mail is to be charged to any project ID other than the project ID on file with a specific mail code, a [Mail Services Outgoing Mail Project ID Verification Form](#), available on the web with authorized signature for the project ID being charged must accompany the mailing. It is state law that only “Official State Business” can be metered with a state postage meter. All mail is metered with the following indicia:

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OFFICIAL STATE BUSINESS  
STATE PENALTY FOR PRIVATE USE

Departments are not authorized to possess their own postage meter.

Presorted First Class Mail

All qualifying outbound First Class mail received in Mail Services by 3:00 p.m. daily is presorted by zip code and receives a per piece discount. The presort contractor's fee is IDT monthly. To qualify for discounted presorted rates, the addressee's address must be type written and provided on the second to the last line; a numbered street address must follow on the last line with the City, State and zip code.

First Class Mail

All outbound First Class mail received in Mail Services after 3:30 p.m. is metered at full First Class rate.

International Mail

Outbound international mail received in Mail Services by 4:00 p.m. is processed the same day, providing required documentation is included. Most items can be mailed to foreign countries, however, there are certain restrictions. Due to heightened security, all Military A.P.O.'s/F.P.O.'s and Foreign Mail weighing 16 oz. and over require a "Customs Declaration Form" declaring the contents and value of the package before the item will be accepted by the USPS.

Due to the Homeland Security initiative and new enforced postal regulations, the customs forms for international mail must be prepared and signed by the sender. Mail Services can provide customs tag and/or forms; however, the department sending the item(s) to be mailed must provide information on the contents, insured value, and provide a personal signature and date for proper documentation. If the necessary information is not provided, the mail piece(s) will be held or returned to the originating department for further handling.

In accordance with the USPS International Mail Manual (IMM), the last line of any foreign address must include the country name or

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destination spelled out in English and written in all capital letters.

### Standard Mail – Bulk Mail Nonprofit

1. Mail Services is responsible for maintaining the Health Science Center's Nonprofit Standard Mail Permit 1941. In order to carry out this responsibility, Mail Services must: (1) maintain sufficient monies in the Postal Permit account to pay for mailing as they are processed by the USPS; (2) review each proposed mail piece before it is printed and certify that it conforms to USPS regulations for nonprofit mail; and, (3) process the paperwork needed to charge-back the mailing costs to the individual departments in the University which have budgetary responsibility for their own postal expenses.
2. To help ensure compliance with USPS regulations, individual departments may not process any mail under Permit 1941 without the approval of Mail Services.
3. Before printing any mail piece utilizing Permit 1941, submit a sample of the mailing to Mail Services. Mail Services employees will inspect the proposed mail piece to determine if it is eligible for non-profit rates. If eligibility is not clearly evident, Mail Services will consult with a representative from the USPS to determine eligibility. Please allow five (5) to ten (10) working days for the process. Violations of non-profit mailing regulations could result in fines to the department and/or revocation of the Health Science Center's non-profit Standard Mail Permit privileges.
4. After Mail Services has approved the proposed mail piece for eligibility to utilize Permit 1941 for non-profit rates, the department may proceed with printing the mailing.
5. Upon completion of printing, the department may prepare the mailing which may require folding, inserting, labeling, and sorting. Submit the mailing to Mail Services for subsequent submission to the USPS Bulk Mail Entry Unit (BMEU). Provide Mail Services with two (2) originals and two (2) copies of [PS Form 3602-N](#) and a printed sample of the mailing. The

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[PS Form 3602-N](#) must reference the department name assigned mail code and Health Science Center department project ID to be charged, as well as information required by the USPS. Before funds can be expended against Permit 1941, an authorized representative from Mail Services must sign the forms. Mailings submitted with any other signature will be rejected by the USPS Bulk Mail Entry Unit and the mailing will be delayed.

6. Notify Mail Services a minimum of three (3) days prior to the anticipated mailing date if the mailing is over 3,000 pieces, so that Mail Services may ensure that sufficient funds are available in the Health Science Center's Permit 1941 account.
7. If a department chooses to submit a **Departmental Requisition** through the Purchasing Office and use the services of an outside vendor to prepare the mailing, follow these same procedures. In addition, inform the vendor awarded the purchase order that they will be required to submit two originals and two copies of [PS Form 3602-N](#) for authorized signature and a sample of the mailing to The University of Texas Health Science Center at San Antonio Mail Services, for each purchase order before they deliver the mailing to the USPS Bulk Mail Entry Unit. The [PS Form 3602-N](#) must reference the department name and Health Science Center project ID to be charged, as well as information required by the USPS. Mailings submitted with any other signature will be rejected by the USPS Bulk Mail Entry Unit and the mailing will be delayed.
8. A \$20.00 hour research fee will be assessed to any department that does not follow these procedures, requiring Mail Services representatives to research and investigate to determine the department name and project ID improperly expending funds from the Health Science Center's Permit 1941 deposit account.
9. Individual departments are not authorized to possess their own Non-Profit Standard Mail Permit.

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**Business Reply Mail**

Mail Services maintains a USPS Business Reply Mail Permit for the Health Science Center. Departments who wish to use this permit must contact Mail Services. Under no circumstances should a department print a “Business Reply” mail piece without contacting Mail Services so that they may obtain free camera-ready artwork, utilizing the Zip+4 number assigned to the Health Science Center’s “Business Reply” Permit. A unique Zip+4 number is required for “Business Reply” envelopes, postcards, labels, and mail pieces over one (1) ounce. The department may then proceed with printing the mail piece. For additional savings, the department may submit ten (10) mail pieces to the Mail Services Supervisor for inspection and compatibility with USPS equipment. If the mail piece qualifies, Mail Services will be notified, and the mail piece will be rated at a reduced rate.

**Library Rate Mail**

All educational material or books going from one non-profit institution to another non-profit institution qualifies for library rate.

**Parcels**

All outbound parcels will be rated at the First Class rate unless otherwise noted on the parcel. The contents of all international parcels must be declared on a [Shipping Request](#) form and customs declarations form, available in Mail Services, signed and dated by the sending department.

United Parcel Service (UPS) – See Business Affairs Bulletin No. 01 – FY 2007 “[Consolidation of Shipping Services through a Single Web-Based Vendor](#)”. All outgoing parcels requiring shipment via UPS should be processed via eShip Global at <https://www.eshipglobal.com/Default.asp>. Shipments via UPS can also be made by submitting a [Shipping Request](#) form to Mail Services and must contain a department project ID before the package can be processed. Any shipments processed by Mail Services using eShip Global can be viewed on the Health Science Center portal via the “Track a Shipment” site at <https://www.eshipglobal.com/Default.asp>.

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Requests for all other carriers are processed via eShip Global or in Central Receiving. See outbound shipping, for additional information.

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### **Services Available**

#### Certified Mail

Certified mail service provides the sender with a mailing receipt. A delivery record is posted on the USPS web site at <http://www.usps.com/>. No record is kept at the post office of mailing. Certified mail is dispatched and handled as First Class mail. Outbound certified mail must be accompanied by a [Shipping Request](#) form.

#### Registered Mail

Registered mail is the most secured service the USPS offers. It incorporates a system of receipts to monitor the movement of the mail from the point of acceptance to delivery. Registered mail service provides the sender with a mailing receipt. A delivery record is posted on the USPS web site at [http://www.usps.com](http://www.usps.com/). Outbound registered mail must be accompanied by a [Shipping Request](#) form.

#### Express Mail

All outbound express mail received in Mail Services by 4:00 p.m. is processed the same day. Mail is delivered to selected zip codes within 24 hours Monday through Saturday. There is an extra charge for Sunday and holiday delivery. Call Mail Services at 567-5992 to confirm service to specific zip codes.

#### Return Receipt

Return receipt service provides a mailer with evidence of delivery. A return receipt is available with other services such as express mail, certified mail, insured mail, and registered mail. A return receipt may be requested subsequent to mailing.

#### Insured Mail

Insured mail provides up to \$5,000 indemnity coverage for a lost, riffled, or damaged article. No record of insured mail is kept at the

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post office of mailing. Insured mail service provides the sender with a mailing receipt. Insured mail is dispatched and handled in transit as ordinary mail. Outgoing insured mail must be accompanied by a [Shipping Request](#) form.

Departmental Postal Supplies

Stamps, postcards, and prepaid DHL Flight Ready envelopes are available from the Bursar's Office/Cashiers' Window via a [Departmental Postage Request](#). Requests for large quantities of stamps, postcards, or special orders should be made a minimum of two (2) days in advance, since large quantities must be obtained from the USPS by Mail Services.

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**Mail to New or Transferred Faculty Members**

All departments should notify Mail Services of new faculty members who will be joining their staff or transferring from another department. Many of them receive mail sent in care of the Health Science Center before their arrival. If Mail Services has a record of what department the new faculty member will be associated with, his/her mail can then be forwarded to that department to be held for his/her arrival. It is important to include the name of the department and division when receiving incoming mail for new faculty/staff. This will facilitate sorting and routing of mail to the department as quickly as possible.

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**Forwarding Mail to Faculty/Staff Member**

Each department is responsible for forwarding mail to any terminated/transferred faculty or staff member. Note on each returned mail piece if the individual is either "Terminated" or "Return to Sender – No Longer Here". Departments are responsible for forwarding mail for their divisions and/or their departments that have reorganized, resulting in a separation from their home department to form a new department.

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**Inter-departmental Transfer**

Mail Services prepares the monthly inter-departmental transfer (IDT) on a monthly basis. The IDT is the method of billing each department for services provided and is categorized as follows:

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United States Postal Service Charges  
Presort Charges  
C.O.D. Charges  
Stamp & Postcard Requisitions  
Bulk Mail Nonprofit Charges  
United Parcel Service Charges  
Business Reply Charges  
International Mail Charges

The account number charged for the above services is the initial account number authorized by each department's administrative office, unless otherwise specified on the [Shipping Request](#) form; [Departmental Postage Request](#); or [Mail Services Outgoing Mail Project ID Verification Form](#) attached to specified groups of outgoing mail.

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**Personal Mail  
and/or Packages**

Mail Services is intended to be used for official Health Science Center activities and should not be used for personal purposes or for group activities which have as their only relation to the University the fact that a member of the group is also a faculty or staff member. Processing of incoming or outgoing personal mail and/or packages constitutes unauthorized use of State employees. Unidentifiable packages arriving via USPS are forwarded to Central Receiving to be opened and checked for packing list, purchase order number, damage, etc. It can result in embarrassment to have personal items viewed by persons other than the one intended. Personal packages should be picked up in Mail Services by addressee upon notification of arrival.

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