



Volume G2: General Administrative	G2.02.3 Mail Services Effective Date: 04/02/2008 Last Revised: 03/20/2018	Responsible Office: Mail Services and Shipping/ Receiving
Chapter 02: Auxiliary Services		Responsible Officer: Mail Services Manager

POLICY STATEMENT

PURPOSE OF THE POLICY

WHO IS AFFECTED BY THIS POLICY

DEFINITIONS

FOAP: The term for the framework used to classify expenditures in the University's financial Chart of Accounts. A FOAP is made up of four major elements, the Fund, the Organization, the Account, and the Program, and is required in order to properly charge the costs of all mailing and shipments.

Mailroom: The portion of the Mail Services department responsible for the receipt, mailing, postage application, and business functions of the Mail Services operation. Currently located in FA-003, this operation includes both the Mailroom, and Shipping and Receiving. It handles all inter-department non-stamped mail, notices and circulars, and all outside mail, parcels, and freight.

Shipping & Receiving: The portion of the Mail Services department responsible for the receipt and origination of parcels and freight shipments. Current location is H-006.

OPERATION

Northeastern Illinois University's Mail Services operation is subject to all Federal and State statutes and regulations regarding the shipment and handling of hazardous materials and other materials requiring special handling and/or packaging. Users must contact Mail Services to verify that their mail or parcels conform to all applicable packing, labeling and addressing guidelines.

Private carriers such as UPS and FedEx set rates for postage, parcels and freight; these costs may change at any time. Users can check with the private mail carrier or call Mail Services to obtain the latest rate information.

Below are links to the website homepages for the private carriers most frequently providing services to the University. These websites contain links to the latest information regarding rates as well as the policies governing the shipment of hazardous materials or other materials requiring special handling.



[USPS - The United States Postal Service \(U.S. Postal Service\)](#)

[UPS - United Parcel Service](#)

1. HOURS OF OPERATION

Mail Services operates between 8:00 a.m. and 4:00 p.m., Monday through Friday excluding holidays and emergency closures. The final daily delivery of mail to the University's assigned United States Post Office occurs between 2:00 p.m. and 2:30 p.m. each business day. Mail pickup and delivery within the University is scheduled to occur once a day. Specific pick up and delivery times at individual department locations are not set and frequency may be reduced at any time.

A mailbox is located at the east end of Village Square for convenience. Please see the pickup times displayed on that mailbox for the last drop off time. Drop off times are subject to change at any time.

IMPORTANT: Mail Services operation times and pickup/delivery schedules are subject to change at any time due to staffing levels, weather conditions, or changes in schedules and operations made by the common carriers. When mailing or shipping time sensitive materials, University departments must contact the Mail Services Manager at extension 5319 or the Mailroom clerk at extension 5292 or the Shipping and Receiving clerk at extension 5318 as soon as possible to determine a pickup time.

2. REQUIRED FORMS

A Mail Usage Request Voucher must accompany every outgoing mailing and shipment. This form lists all basic mail and shipping categories handled by the United States Post Office and the major private cargo carriers. New forms are available from Mail Services. Mail Usage Request Vouchers must display the name and FOAP for the department/organization originating a particular mailing or shipment.

3. PICK-UP AND DELIVERY CRITERIA



Responsibility for the proper packing, labeling, and addressing of all mail and parcels rests with the person or department originating a particular mailing or shipment. All outgoing mail and parcels must include a return address to the University which includes the name of the person or department originating it.

Responsibility for Items lost or damaged in transit rests with the private mail carrier handling a particular mailing or shipment. Direct all claims for loss or damage directly to the carrier and/or contact the vendor providing the goods.

Mail Services is not responsible for the receipt or handling of any personal packages or freight. If packages are expected for which there is no associated Purchase Order the department expecting the shipment should contact Shipping and Receiving to notify them of the exception and the reason for it. When Shipping and Receiving delivers packages for which there is no associated Purchase Order, the person accepting the package will be required to sign an exception form.

5. MAIL SERVICES BILLING AND COST RECOVERY

Billing for postage and freight charges occurs monthly except when extenuating circumstances prevent it. The Mailroom prepares the monthly billing by tallying the Mail Usage Request Vouchers tendered by each department/organization during the preceding month and inputting the expenses into the University's financial system.

To view and verify postage charges Financial Managers must access their budgetary information via NEIUpport. The Line Account code for all postage and shipping charges is 711261.

6. AVAILABLE SERVICES

First class mail is weighed and metered postage is affixed.

Stamps, postcards, and stamped envelopes are not available for personal use and are not sold through Mail Services. Purchase stamps for personal use from the University's information desk located in Village Square.

Certified, registered, international, priority, priority express, next day air, insured, and international mail services are available.

7. BULK RATE PERMIT USE

Use of the bulk rate permit requires that a mailing consist of a minimum of 200 pieces of identical mail and be imprinted with the bulk rate permit number. All mail that will bear the bulk rate permit number must display a University return address that includes the name of the person or department originating the mailing and be accompanied by a Mail Usage Request Voucher. In cases where third party printing vendors or other parties take bulk mailings directly to the post office, the department or person responsible for that mailing must contact Mail Services.

8. MAIL SERVICES CONTACT INFORMATION

Mail Services personnel can assist the University in saving money on postage and shipping. Users are encouraged to contact the staff to best determine the most economical shipping method for a particular mailing or shipment.

Direct rate policy questions, service issues, and general business questions to the supervisor of Mail Services at extension 5319.

Direct questions regarding specific charges, monthly bill computation, rate policies, and Mail Services Number verification requests should be directed to the Mailroom clerk at extension 5292.

Direct questions regarding freight shipments, weighing, and the shipment or delivery of large or sensitive items should be directed to the Shipping and Receiving clerk at extension 5318.



APPENDIX A – MAIL USAGE REQUEST VOUCHER FORM

