

Oklahoma State University Policy and Procedures

University Mailing Services	3-0846 ADMINISTRATION & FINANCE Facilities Management January 2022
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INTRODUCTION AND GENERAL STATEMENT

1.01 University Mailing Services (UMS) provides Oklahoma State University (OSU) with various services including sort and delivery of incoming parcels, U.S. mail, campus mail, outbound mail, and parcel services. Complete U.S. postal sales and services and passport application services are also offered to students, faculty, staff, and the greater Oklahoma and Stillwater community.

PURPOSE AND SCOPE

2.01 As a Certified Postal Unit, UMS is authorized by the United States Federal Government to provide sort and delivery services of inbound mail and parcels to OSU departments and Residential Life customers located within the 74077 and 74078 zip codes. UMS is also authorized to provide U.S. Postal sales and services to any person who enters UMS' Certified Postal Unit. Additionally, UMS has been certified as a Passport Acceptance Facility by the United States Federal Government, which provides properly trained staff the authorization to execute and submit passport applications on behalf of anyone needing passport application and renewal services.

PROCEDURES

3.01 Postage and parcel expenses can be charged to a department's Banner fund number, bursar accounts (Banner ID), or personal credit cards. Departments are responsible for providing active Banner fund numbers (or Banner ID) for all mailers through preprinted envelope or attaching fund number bar code to mailer. UMS will charge the fund/Banner ID the department assigns to the mail/parcel. Any changes in fund numbers will be the department's responsibility.

3.02 University departments are responsible for using official mailing data on all outgoing mail. This would include:

- University logo
- Department name
- Return City and State (Stillwater, Oklahoma)
- Zip Code (74078)
- Authorized Banner chart of account (1digit) and fund number (6 digits)

3.03 Departments may purchase stamps and will be charged through AIRS. For departmental purchase of stamps, email the UMS Post Master at ums@okstate.edu with the following information:

- Department Name
- Contact Person's Name
- Mail delivery location
- Authorized Banner Chart of Account (1 digit) and Fund number (6 digits)

3.04 University departments are responsible for clearly denoting on mail items the desired method of delivery such as insured, registered, or special delivery. Mail not marked with special instructions will be automatically sent the most economical method.

3.05 University departments are responsible for maintaining and correcting all incoming addresses with clientele or correspondents. This will prevent incoming mail from requiring directory service and could consequently save as much as three days on delivery time. Incoming mail should be addressed with the following minimum information:

- Individual's name
- Department name (Ex. Office of the President)
- Mail stop location (Ex. 107 Whitehurst)
- Stillwater, OK 74078

3.06 Mail being submitted by departments for postage metering should be grouped and facing the same direction for use in the metering machine. Envelopes with black backgrounds will have to be metered by hand and will be charged an additional fee. Postcards to be metered need to comply with USPS post card regulations of having 2.25 inches of blank space on the right side of the post card for address and postage. Failing to comply may result in metering by hand and will be charged an additional fee.

3.07 Mail for former employees should be returned to the sender by University departments. This will assist in the correction of addresses.

3.08 Campus mail should be sent in special campus mail envelopes. These envelopes are available upon request via phone call or email. Regular envelopes often are inadvertently metered and mailed in the U.S. mail system. The department is responsible for marking out any old address information from past mailings to ensure the envelope arrives at the intended destination.

3.09 University departments should keep meter mail and campus mail separated. This can be accomplished by rubber bands, string, or separate mail boxes.

3.10 Department mail stops: UMS has two mail delivery personnel for the main campus. Each delivery person has two routes in the morning and two routes in the afternoon. Any special pickup request outside of the normal mail stop will have an additional pickup fee.

- A. If a department wants to add a new mail stop, they will need to provide a Banner fund number to be charged a monthly sort and delivery fee.
- B. Departments can move their mail stops to a different location without incurring additional fees. This change in mail stop delivery location will change the normal time for delivery and may change the route.

- C. Campus wide mailers will be addressed to departments based on their timesheet organization number located in Banner. Mailing addresses will be updated once per month and can be acquired by departments at UMS.

3.11 Single Student Residential Life residents should ensure all incoming mail is properly addressed as the example below. Failing to have the student's full name, res-life building, and room number, will result in delays in delivery or the mail/package being returned to sender.

Student's name as it appears in the Residential Life directory
Oklahoma State University
Room number Residential Life building (Ex: 432 Wentz Hall)
Stillwater, OK 74077

3.12 Zip code 74077 is for Single Student Res-Life residents. Students living off campus or in married student housing will have a different ZIP Code depending on where they live. Please check USPS to find your ZIP Code.

3.13 Outgoing Parcel and Packaging tracked shipping:

A. USPS: UMS uses Endicia software for shipping tracked packages through USPS.

1. Departments wanting to take full advantage of UMS's postage discount can setup an Endicia Ship ticket account at www.endicia.com/ShipTicket. The department will enter the type of service requested (2-3 days or overnight) and the recipient information. Once information is processed, departments will print out the ship ticket and attach to the package.
2. Departments can also write/type recipient information on the package or any attachment to the package including the fund number to charge the postage. UMS can process these shipments, however the postage discount will not be applied.
3. Departments shipping similar packages/parcels addressed to many recipients may send a mailing Excel file to UMS for processing. The file will need each name, address, city, state, ZIP code and return address information in columns with headings. Files in other formats are acceptable, however there may be an hourly labor fee for the adjustment of the file. Packages must be sorted by weight if applicable. Departments forwarding mass mailing addresses via Excel file will also receive the UMS postage discount.
4. General public may also use this shipping method and may pay with personal credit cards or charge to the bursar account with proper ID.
5. Customers sending packages internationally must go to USPS.com and complete and print a customs form and attach to each package. UMS cannot fill out these forms and cannot accept the paper form available at the Post Office.
6. Departments using USPS can either drop the packages/parcels off at UMS prior to 4:00 pm, or they can send the packages with the daily mail delivery/pickup.

- B. UPS: UMS has a shipping contract with UPS with a large discounted price. Departments may take advantage of this discount as follows.
1. An individual within the department may submit a “Campus Ship Account Request” at fm.okstate.edu/ums. The Campus Ship Account Request feature is under the drop down listed as “Faculty/Staff Mail.” Once the individual has been given the Campus Ship Account, they can generate and attached the actual shipping label to the parcels. Departments must include the Banner fund number in *reference line 1* and last name contact person in *reference line 2* for every package sent.
 2. Another method of using UPS to ship parcels is to fill out and attach the OSU/UMS Shipping Instructions. These forms are available at UMS and will need to be completed for each package shipped. Department fund number, bursar account, or personal credit cards may be used to pay for this shipping.
 3. Departments using either of these options may drop off the packages with either the shipping instructions or campus ship label attached at UMS prior to 5:00 p.m. Departments may also call UMS to schedule a package pickup prior to 3:30 p.m., or may give the packages to the mail processor who delivers your inbound packages.
- C. FedEx: UMS has a shipping contract with FedEx ground, FedEx Air, and FedEx International at a discounted price. In addition, UMS has contracted with FedEx to send packages containing Dangerous/Hazardous Goods as identified by Title 49 of the Code of Federal Regulations.
1. Departments using any of the FedEx shipping methods must fill out OSU/UMS Shipping Instructions available at UMS.
 2. Departments shipping items deemed dangerous/hazardous goods by Title 49 of the Code of Federal Regulations must supply the proper packaging, proper shipping name, and proper labels and markings for the package. There are several UMS employees who are certified in shipping these packages. Due to the extensive time it takes to complete all necessary documents to comply with regulations, packages containing dangerous or hazardous goods must be at UMS no later than 4:00 p.m. Packages delivered after 4:00 p.m. will ship the following day.
 3. Packages containing dry ice must have an outer package not made out of Styrofoam. The inner Styrofoam package containing dry ice must have the lid attached in such a way to allow gas to escape. All packages with dry ice will be inspected by trained UMS personnel prior to shipping.
 4. Departments sending packages internationally must provide a detailed list of the contents of the package, quantity of each item, and the cost per item for Customs.

5. FedEx packages may be dropped off at UMS prior to closing (except where noted above) or departments may call UMS for packaging pickup prior to 3:30 p.m. All FedEx packages must have a complete OSU/UMS Shipping Instructions form attached to each package.
- D. DHL: DHL is available for international shipping. Departments must have a complete OSU/UMS Shipping Instructions form attached to each package.

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