

# Butler University Policies & Procedures

**POLICY NAME:** Mail Center  
**EFFECTIVE DATE:** March 1, 2017

**Rev Date:** March 1, 2022

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## POLICY:

### A. Location and Hours of Operation

Location: Basement of Holcomb Building, room 052.  
Hours of operation: M-F 8:00 a.m. – 4:30 p.m.  
*Business will be conducted only during these hours.*

USPS and FedEx pickup boxes are located outside main entrance of Jordan Hall for afterhours convenience.

### B. Contacts:

Rory Haden	Sr. Mail Clerk	<a href="mailto:rhaden@butler.edu">rhaden@butler.edu</a>	ext. 3233
Elaine Davis	Mail Processor/Bindery Technician	<a href="mailto:emdavis4@butler.edu">emdavis4@butler.edu</a>	ext. 8924
Yvonne Troxell	Courier	<a href="mailto:ytroxell@butler.edu">ytroxell@butler.edu</a>	ext. 8032
Mail Center	General Line	<a href="mailto:mailcenter@butler.edu">mailcenter@butler.edu</a>	ext. 9309

### C. Emergency Contacts:

If you cannot reach the Mail Center and you need immediate assistance, please contact Chris Davis at ext. 6494.

### Restricted Area

The Butler Mail Center is a restricted area. All business will be conducted at the customer service counter. Please do not enter the production facility without proper authorization.

## PROCEDURES:

1. Each department should establish a location for incoming and outgoing mail.
2. Campus mail and USPS mail should be kept separate to help with processing. If you need additional tubs, please contact the mail center.
3. All envelopes should be facing the same direction to ensure metering in the correct location.
4. International mail should be banded together and included with USPS mail.
5. A valid service code should be printed or written in the upper LEFT corner. When mailing a large group, you may band together with service code on top.
6. A "clear zone" of 3" wide x 1" tall in the upper right corner is required for meter imprint.
7. Envelope flaps can be sealed during the meter process. Please leave flaps down.

### Addressing Standards

1. All incoming mail and packages should be addressed as follows:

#### Faculty/Staff

- First and Last Name
- Department, Building, Room #
- Building Address
- Indianapolis, IN 46208

#### Student

- First and Last Name (as enrolled)
- Residence Hall
- Residence Hall Address, Box #
- Indianapolis, IN 46208

### Delivery and Pickup:

1. Campus mail, USPS mail, and packages will be delivered and picked up once per day. Please contact the mail center for your department's scheduled time.
2. Incoming mail is picked up and sorted daily for distribution. It is critical to notify senders of your correct address. (see addressing standards)
3. Ambiguously addressed mail and packages may be opened to determine the appropriate delivery location.

### Packages:

1. FedEx and UPS packages received by the mail center will be delivered within one business day of arrival in the mail center.
2. When having items shipped to campus for areas other than Jordan Hall, Gallahue Hall, Holcomb and Pharmacy Building, *please* use your building address as the delivery destination. <https://www.butler.edu/facilities/building-information> This will help to ensure you receive your packages in a timely fashion. Packages addressed to non-current Butler Faculty, Staff or Students will be refused.
3. Incorrectly addressed packages may be refused.
4. Packages not claimed after 10 days will be returned to sender unless arrangements have been made for storage. Items may also be donated to the Sustainability Department for repurposing.
5. Student mail and packages left after the end of semester can be forwarded to the home address on record or one provided, the appropriate charges for shipping will be the responsibility of the student.

### Campus Mail:

1. When addressing ALL inter-departmental mail please be sure that all writing is legible. In addition, have the addressee's name and correct department written out in full. (No abbreviations, Please) If you do not know the department name, please consult the Campus Directory at: <http://directory.butler.edu/#/>
2. If we cannot read the information on the envelope it may have to be opened for proper delivery.
3. Campus mailings that are to be distributed to all faculty and staff should be labeled and sorted by college or department. (i.e., all Admission, bundled together, Mathematics together, etc.) Failure to do so will delay delivery.
4. Mail for Apartment Village (AV), Fairview House, Irvington House, South Campus Apartments (SCA) Residential College (ResCo), Ross Hall and University Terrace (UT) are considered campus mail unless otherwise requested. Please make sure to use the student's full name and campus address.
5. All mail for the Greek houses will be sent via USPS mail.

### USPS Mail:

**\*USPS Policy requires that ALL Butler University business mail display the name and return address of the university.**

1. All mail to be metered **MUST** have the **correct service code written in the upper-left hand corner** before it can be processed, otherwise it may be delayed.
2. Envelope should have the flaps down if they need be sealed in the metering machine.
3. If mailing more than one piece, face all in the same direction and place a rubber band around the group. Again, make sure that the correct account number is written on the top envelope.
5. Mail received in the Mail Center by 2:30 p.m. will be processed same day. Mail received after 2:30 p.m., will be processed the following business day.
6. All mail will be metered at the lowest possible rate.  
Any member of the Mail Center staff can assist you in deciding which class best meets your needs.  
(Make sure to review the below descriptions of the different mail classes.)
7. USPS Mail is picked up at 3:30 p.m. M-F except Holiday observed by USPS.
8. Departments wishing to track cost of individual mailing projects should request a "Mailing Services Request Form". This is provided at no cost to the department.

## **USPS Mail Service Standards:**

### **First-Class Mail**

First-class mail is normal mail, sent at the current first-class rate. Normal delivery time is 3-5 business days. All hand addressed mail will be sent at first-class rate.

### **Standard Mail: (Non-profit)**

1. Standard mail is sent at the lowest possible rate. Normal delivery times are 3-5 business days within city limits. 7-10 in state, 10-15 out of state.
2. Minimum number of pieces required for Standard Mail is 200.
3. Data list of addresses must be provided for Standard Service.
4. A separate column should be used for each field. i.e. Name Address City St Zip
5. All list will be processed with NCOA (National Change of Address) to ensure accuracy.
6. Please allow 3 business days for list processing in addition to delivery times noted above.

### **Priority Mail:**

1. 2-3 day service. Please visit the mail center for complete details.

### **Priority Express:**

1. Overnight service with delivery by 10:30am next day available. Please visit the mail center for complete details.

### **International Mail & Military Mail**

1. We cannot accept packages over 13 oz. This must be taken to the nearest Post Office for processing.
2. All packages under 13 oz. that are sent from Butler must have a Custom's Declaration form (PS Form 2976) attached and the Sender's Declaration must remain attached.
3. A PS Form 2976-A form must also be attached to each package.
4. Please visit: <https://www.usps.com/> to obtain more information and all forms required.

### **Overnight Mail:**

Butler University's preferred overnight carrier is FedEx. FedEx can be processed one of two ways.

1. Bring your item to the Mail Center and we will fill out the waybill information for you via a corporate ship website.
2. Departments may have their own FedEx account set up through the corporate ship website. Please contact Rory Haden, ext. 3233. These accounts will all fall under the main Butler account, and will be identified by a valid departmental service code.
3. Supplies may be obtained from the Mail Center.

**Overnight letters to PO Boxes will be sent USPS Express Mail.**