

# Butler University Policies & Procedures

**POLICY NAME:** Mail Center  
**EFFECTIVE DATE:** August 1, 2018

**Rev Date:** July 20, 2018

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## **POLICY:**

### **A. Location and Hours of Operation**

Location: Basement of Holcomb Building, room 23.

Hours of operation: M-F 8:00 a.m. - 5:00 p.m. during the academic calendar.

8:00 a.m. – 4:30 p.m. during summer break.

*Business will be conducted only during these hours.*

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

### **B. Contacts:**

Rory Haden,	Sr. Mail Clerk	ext. 3233
Pam Hopkins,	Mail Center Representative	ext. 9309
Elaine Davis,	Mail Processor/Bindery Technician	ext. 8924
Stephen Stoffel	Courier	ext. 8033

### **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. Envelopes 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
- Residence Hall
- (\*) Residence Hall Address, Box #
- Indianapolis, IN 46208

(\*) BT • CTS • UT Students should use 4600 Sunset Ave Indianapolis, IN 46208 for **all packages**. Email notice will be sent when packages are ready for pickup in Holcomb 23. (ID Required)

### **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. This will help to ensure you receive your packages in a timely fashion. (Please contact the mail center for your building address) 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 30 days will be returned to sender when possible. Items may also be donated to the Sustainability Department for repurposing.
5. Student mail and packages left after the end of semester will be forwarded to the home address on record and the appropriate charges will be added to the students account.

### **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, 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. Large campus mailings should be grouped together in address order and by department, not just college (i.e. all Admission, bundled together, Mathematics together, etc.)
4. Campus mailings that are to be distributed to all faculty and staff should be labeled and sorted by department. Failure to do so will delay delivery.
5. Mail for Apartment Village (AV), Fairview House, Resco, Ross Hall and University Terrace (UT) are considered campus mail unless otherwise requested. Please make sure to use the student's full and campus address.
6. 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 them 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., may 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. and Pre-Sort is picked up at 4:00 p.m.

### **First-Class Mail**

First-class mail is normal mail, sent at the current first-class rate. Normal delivery time is 1-2 business days. All hand addressed mail will be sent at first-class rate.

### **Presort Mail:**

Presort mail is sent at a slightly discounted rate. Normal delivery time is the same as first-class. Every effort will be made to process your mail at the most economical cost possible while maintaining timely delivery. The following guidelines will aid in this process.

1. In order to be processed as presort, mail must be typed and be in regular business envelopes (#9 or #10).  
Use **BOLD** 10 pt. or 12 pt. and non-italic or script font.

2. Labels should be applied as straight as possible. Crooked labels could result in higher postage fees.

### **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 process 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. If you need forms, please contact that Mail Center.

### **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.**