

# DEPAUL UNIVERSITY

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## Mail Preparation, Delivery, and Pick-Up

**Category:** Operations

**Responsible Department:** Facility Operations

**Responsible Officer:** Vice President, Facility Operations

**Effective Date:** 7/6/2017

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### Policy Summary

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Mail is picked up and delivered daily to each department. Approximately 14,000 pieces of mail are handled each day by the Print & Mailing Services staff. Of those 14,000 pieces, approximately 7,000-8,000 are prepared for deposit with the U.S. Postal Service. The remainder is incoming U.S. Post Office and inter-office pieces which must be sorted for delivery to University departments.

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### Scope

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This policy affects the following groups of the University:

- Entire University Community

This policy affects all members of the University Community.

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### Policy

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The DePaul University Print & Mailing Services provides interoffice and U.S. mail delivery, pick-up and metering services for all faculty and staff on all campuses. This service is provided for official University business mail only.

Print & Mailing Services will pick up and deliver mail and small packages on the regularly scheduled official delivery routes. If you have boxes or packages larger than 5 lbs., please contact Print & Mailing Services at the appropriate campus to make arrangements for pick-up and delivery of these items. (Loop Ext. 2-8367, LPC Ext. 5-7579.) Outgoing U.S. mail is processed for delivery on the day it is picked up.

Print & Mailing Services sends outgoing packages through United Parcel Service (UPS). To send a package via UPS, clearly indicate on the package that it is to be sent U.P.S. and place your package with your outgoing mail. If your parcel is prepared after your scheduled mail stop, please contact the appropriate campus office for a pick-up. If you wish to have a package delivered via another carrier, please contact Print & Mailing Services.

United Parcel Service and Federal Express will deliver directly to your office if your parcel is addressed correctly. The address needs to contain your department name, suite number, individual name and correct street location of your office.

Mail stops can be created by contacting Sue Arenz at Print & Mailing Services (Ext. 2-8367) or send an email to [printandmailing@depaul.edu](mailto:printandmailing@depaul.edu).

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## **Procedures**

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### **INTEROFFICE MAIL**

These envelopes are designed to be used more than once; however, all previous addresses should be crossed off completely before being placed in the outgoing mail. Interoffice mailings should never be placed in white university stationery envelopes or in plain manila envelopes. This practice often times results in such pieces being metered (at the department's expense) and sent to the Post Office where they end up in the dead letter office.

Addressing information for interoffice mail must include department (do not abbreviate) mailstop and campus. If the sender wishes to direct the piece to a specific person, that person's name must also be included. If a piece is improperly addressed and therefore undeliverable, the piece will be returned to the sender. If there is no return address, Print & Mailing Services will examine the contents to determine where to return it.

Department mailstop information can be found in the [DePaul University Internal Online Information Directory](#). The department mailstop will be listed below the office and business hours.

### **U. S. MAIL**

Departments sending official university mail to addresses off campus are responsible for the proper preparation of all letters, flats and parcels. The following guidelines should eliminate unnecessary return, delay or excessive postage charges on outgoing mail.

### **LETTER MAIL**

Standard size letter mail is defined by the U.S. Postal Service as pieces which are at least 3 1/2" high by 5" long and not larger than 6 1/8" high by 11 1/4" long. These are the only size pieces which can qualify for reduced First Class Pre-Sort postage rates.

Envelopes or post cards which are smaller than 3 1/2" x 5" are non-mailable per U.S. Postal regulations. Any non-mailable pieces received by Print & Mailing Services will be returned to the originating department with the next scheduled delivery. Envelopes or post cards which are larger than 6 1/8" x 11 1/4" and weigh less than one ounce are subject to an Oversize Surcharge (about 50% additional postage).

White standard sized envelopes are recommended for letters which are to be metered. Manila letter-size envelopes should be avoided. Dark colored envelopes do not offer enough contrast to be sorted by postal machines and their use is discouraged because it can slow down the mail. Because our metering ink is red, Print & Mailing Services cannot, under any circumstances, accept red cards or envelopes for metering.

## **FLATS**

Flats are defined as mail in envelopes other than letter-size and weighing over one ounce. Flats may be placed in manila Kraft-type envelopes or in large white envelopes.

## **PARCELS**

All address information should be clearly printed or typed on an address label placed in the center of the parcel. Please make sure your department name appears in the return address section of the label.

The upper right hand corner of each envelope or parcel is reserved for meter posting only. Do not place any classification, address or departmental information in this corner.

Each piece of outgoing university mail (letter, flat or parcel) must include the following information:

1. **RETURN ADDRESS** in upper left corner. The return address must include department or office name and university address. Outgoing mail without a return address will be returned to the department or opened to determine who the sender is. If we are unable to determine the department, the envelope/package will be opened (to determine sender) and returned for proper addressing.
2. **COMPLETE ADDRESS OF RECIPIENT** must include name, agency or company, street address or P.O. box, City, State and correct Zip Code. The Zip Code should appear at the end of the last line of the address. No other addressing information should be placed below the Zip Code.
3. **WINDOW ENVELOPES** must be matched with the insert so that the entire address will show through the window no matter how much the insert slides around inside the envelope. Pieces not meeting this requirement will be returned to the department.

Departmental outgoing mail must be separated and banded according to the following categories at the pick-up site prior to the mail clerk's arrival:

1. Interoffice mail
2. Outgoing letter-size mail (at least 3 1/2" x 5" but no larger than 6 1/8" x 11 1/4" to be mailed in the United States)
3. Post cards, foreign mail, flats and parcels (parcels need not be banded).

The department name must be designated on the top-mailing piece in each outgoing mail category (#2 and 3 above). If one pick-up point is used for more than one department, each department's mail should be separated and banded as indicated above.

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## **Divisional Collaborations**

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None.

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## **Contact Information**

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### **Facility Operations & Project Management**

Katrina Dove

Administrative Services Manager

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## **Appendices**

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None

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## **History/Revisions**

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