



## **Handbook of Operating Procedures**

**Section:** 8.11.1  
Originally Approved: 10/05/1990  
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### **UNIVERSITY MAIL SERVICE**

#### **A. Purpose**

The purpose of this policy is to describe The University of Texas-Pan American guidelines governing the collection, sorting and distribution of mail on campus.

#### **B. Persons Affected**

This policy applies to all departments and individuals using University Mail Services.

#### **C. Policy**

The policy of the University is that:

1. University Mail Service:
  - a. Is responsible for the sorting distribution and collection of all official University mail on campus, except for Special Delivery which the U.S. Post Office will deliver to all departments.
  - b. Operates from the Academic Support Facility and provides scheduled pick up at each building two times per day and delivery two times per day. All departments are assigned mail boxes at the Mail Room and each department may pick up their mail at any time from their assigned box.
  - c. Provides postage metering service. Billing for the postage is through the University's Office of the Comptroller. Metering service is strictly limited to official University business.
  - d. Funded by the general institutional appropriation and only the postage used by the departments is billed to the department's operating budget. The Mail Service is under the supervision of the Director of Auxiliary Services.

#### 2. Personal Mail

Use of the University Mail Service facilities for personal mail is prohibited. Faculty and staff members may obtain a personal post office box at any official U.S. Post Office. The post offices provide home delivery of mail on a regular schedule.

#### 3. Campus Mail



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- a. Campus interdepartmental mail requires no postage. Official "campus mail" envelopes should be used for all such mail. If other types of envelopes are used for campus mail, write or type "campus mail" on the upper right corner of the envelope.
- b. The following Post Office Department (POD) publications would be helpful to all who prepare mail:

POD Publication 2

"How to Pack and Wrap Parcels for Mailing" April 1986

POD Publication 3

"Domestic Postage Rates and Fees" June 1991

POD Publication 51

"International Postage Rates and Fees" November 2003

(The above publications will be provided on request to University Mail Service).

### **D. Definitions**

1. Section Center Facilities (Texas)

750 - SCF Richardson	775 - SCF Pasadena
751 - SCF Mesquite	776 - SCF Beaumont
754 - SCF Greenville	778 - SCF Bryan
755 - SCF Texarkana	779 - SCF Victoria
756 - SCF Longview	780 - SCF San Antonio West
757 - SCF Tyler	781 - SCF San Antonio East
758 - SCF Palestine	783 - SCF Corpus Christi
759 - SCF Lufkin	785 - SCF McAllen
760 - SCF Fort Worth	786 - SCF Austin
762 - SCF Denton	788 - SCF Uvalde
763 - SCF Wichita Falls	789 - SCF La Grange
764 - SCF Stephenville	790 - SCF Amarillo
765 - SCF Temple	792 - SCF Childress
766 - SCF Waco	793 - SCF Lubbock
768 - SCF Brownwood	795 - SCF Abilene
769 - SCF San Angelo	797 - SCF Midland
773 - SCF Conroe	798 - SCF El Paso
774 - SCF Bellaire	



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#### 2. Multi Zip Code

752 - Dallas	784 - Corpus Christi
761 - Fort Worth	787 - Austin
767 - Waco	791 - Amarillo
770 - Houston	794 - Lubbock
777 - Beaumont	796 - Abilene
782 - San Antonio	799 - El Paso

#### **E. Responsibilities**

Not applicable.

#### **F. Procedures**

##### 1. Types of Outgoing Mail

###### a. (First-Class) includes:

- i. Letters
- ii. Postal and postcards
- iii. Airmail and priority weighing not over 8 ounces, sealed or unsealed
- iv. All matter wholly or partly in writing, typing, or carbon copies, and the matter sealed or closed

###### b. (First-Class Flats): Mark flats "First-Class" and seal. Do not use Parcel Post Merchandise labels.

###### c. (Registered and Certified Mail):

Any mail that is to be Registered or Certified should be marked "Registered" or "Certified" on the envelope and must go as First-Class. If the piece of mail has no monetary value, Certification is sufficient. Do not register a piece of mail that includes only correspondence. If a piece of mail is to be Registered, the value should be clearly marked on the envelope and secured well with gummed paper tape. (It must not be secured with masking tape or scotch tape of any kind.) \$10,000 is the limit for a piece of Registered mail. If a return receipt is desired, it should be so designated by typing or writing "Return Receipt Requested" forms



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which may be picked up at the University Mail Service or any U.S. Post Office. The forms must be completed and attached to the piece of mail by the sender.

d. (Insured Mail):

The sender may obtain payment for loss of, rifling of, or damage to domestic mail by having it insured. You may insure Media mail. Airmail or priority which contains Third or Fourth-Class matter may contain incidental First-Class enclosures; if so, endorse on the piece of mail. Sealed envelopes should be endorsed "Contains Third-Class Mail" or "Contains Media Mail". Articles cannot be insured that are so fragile as to prevent their safe carriage in the mail regardless of the packaging. Articles not adequately prepared to withstand normal handling in the mail cannot be insured. Liability for Insured Mail is from \$.01 to a maximum of \$5000. Packing requirements must be in accordance with U.S. Postal Regulations.

e. (Second-Class Mail):

This includes only newspaper and other periodical publications and must be complete issues.

f. (Third-Class Mail):

Consists of mailable matter, which is:

- i. Not mailed or required to be mailed as First-Class mail.
- ii. Not entered as Second-Class mail.
- iii. Less than 16 ounces in weight.

g. (Third-Class Flats):

Third-Class flats can weigh up to, but not including 16 ounces and must be marked "Third-Class." Third-Class flats may be sealed or fastened with clasps (unsealed). They must not contain handwriting, typing, or carbon copies. A combination of First-class letter and Third-Class material may be mailed in the same flat within the United States, but must be classified on the face of the flat..."Third-Class - First-Class letter enclosed".

h. (Third-Class Letters):



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Preparation of Third-Class letter mail is the same as for First-Class mail except "Third-Class" must be stamped on each letter. If the letters are to be sealed in the mail service meter room, they must be prepared as described above under Preparation and must be separated by weight. All letters of one ounce or less must be in one tie, and all letters over one ounce and not more than two ounces in one tie. Letters weighing more than two ounces must be sealed by the sender and put in one tie.

i. (Third-Class Bulk Mailing):

For non-profit organizations see Bulk Mailing.

j. (Fourth-Class Parcel Post):

i. Fourth-Class mail includes merchandise, printed matter and all other matter not included in First, Second, or Third-Class. The contents should be marked on same side as address, such as: "Books", "Printed Matter", "Merchandise", etc. All packages must be addressed on one side only, and securely wrapped and/or tied with cord. The address side of the package should include the sender's name, department, and address. If packages are to be insured, the desired amount should be written on the address side of the package.

ii. The maximum weight limit for domestic mail is 70 pounds. If a First-Class letter is enclosed in the package, the package should be marked "First-Class Letter Enclosed". If the package contains breakable matter, it should be marked "FRAGILE". Packing requirements must be in accordance with U.S. Postal Regulations.

k. (Media Mail):

i. Only the following specifically described articles may be mailed at the special Media Mail:

a) Complete books of 24 pages or more, at least 22 of which are printed, consisting wholly of reading matter or scholarly bibliography or reading matter with incidental blank spaces for notations and containing no advertising matter other than incidental announcements of books, except additions, supplements, fillers, or similar matter which are mailed thereafter and which are intended to replace or add to material in the complete book originally mailed. Advertising includes paid advertising and publisher's own advertising. Advertising may be in display, classified, or editorial style. The



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identification statement "Media Mail" must be placed conspicuously on the address side of each package.

- b) 16-millimeter films, which must be positive prints in final form for viewing, and 16-millimeter film catalogs of 24 pages or more, at least 22 of which are printed, except films and film catalogs sent to commercial theatres. The identification statement "Media Mail - 16mm Films or 16mm Film Catalog" must be placed conspicuously on the address side of each package.
- c) Printed music whether in bound form or in sheet form. The identification statement "Media Mail -Printed Music" must be placed conspicuously on the address side of each package.
- d) Printed objective test materials and accessories thereto used by or in behalf of educational institutions for testing ability, aptitude, achievement, interests, and other mental and personal qualities with or without answers, test scores, or identifying information recorded thereon in writing or by mark. The identification statement "Media Mail-Objective Test Materials" must be placed conspicuously on the address side of each package.
- e) Sound recordings, including incidental announcements of recordings and guides or scripts prepared solely for use with such recordings. Player piano rolls are classified as sound recordings. Miscellaneous advertisements, including trademarks, or persons or concerns other than the record manufacturer, are not permissible on title labels, protective sleeves, jackets, cartons, and wrappers and such advertisements may not be mailed as enclosures. The identification statement "Media Mail-Sound Recordings" must be placed conspicuously on the address side of each package.
- f) Manuscripts for books, periodical articles, and music. The identification statement "Media Mail -Manuscript" must be placed conspicuously on the address side of each package.
- g) Printed educational reference charts, permanently processed for preservation. The identification statement "Media Mail-Educational Reference Charts" must be placed conspicuously on the address side of each package.
- h) Loose leaf pages, and binders therefore, consisting of medical information for distribution to doctors, hospitals, medical schools, and medical students.



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The identification statement "Media Mail -Medical Information" must be placed conspicuously on the address side of each age.

- ii. When two or more articles described in this section are mailed in the same package, the appropriate descriptive terms shall be combined in the identification statement placed on the address side. Example: "Media Mail - Books and Sound Recordings".
1. Fourth-Class (Library Rate):
    - i. Only the articles specifically described in this section may be mailed at the Library Rate. The identification statement "Library Rate" must be placed conspicuously on the address side of each package. Each package must show in the address the name of a school, college, university, public library, or name of a nonprofit religious, educational, scientific, philanthropic agricultural, labor, veterans, or fraternal organizations or associations; or when cooperatively processed by libraries; or loaned or exchanged between libraries, organizations, or associations and their members, readers, or borrowers, may be mailed at the library rate.
      - a) Books, consisting wholly of reading matter, scholarly by bibliography, or matter with incidental blank spaces for notations and containing or advertising other than incidental announcements of books.
      - b) Printed music, whether in bound form or in sheet form.
      - c) Bound volumes of academic thesis in typewritten or duplicated form.
      - d) Periodicals, whether bound or unbound.
      - e) Sound recordings.
      - f) Other library materials in printed, duplicated, or photographic form or in the form of unpublished manuscripts.
    - ii. The following specific terms when sent to or from schools, colleges, universities, or public libraries, and to or from non-profit religious, educational, scientific, philanthropic, agricultural, labor, veterans, or fraternal organizations or associations, may be mailed at the library rate:
      - a) 16-millimeter films; filmstrips; transparencies; slides; microfilms; all of



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which must be positive prints in final form for viewing.

- b) Sound recordings.
- c) Scientific or mathematical kits, instruments, or other devices.

#### **2. Mailing Procedures**

The proper preparation of mail is essential to insure expeditious processing and movement of all mail. Your help will contribute much to rapid and efficient mail service on campus as well as the routing of mail to the U.S. Post Office.

#### **3. Separation and Preparation**

At your pickup station, separate mail and secure in individual bundles with rubber band(s) as follows:

##### **a. Campus Mail**

- i. Standard size letters (#10)
- ii. Flats (this is anything larger than standard size.

Use no envelope larger than 9 1/2" X 12 1/2" for thin flats.

##### **b. Domestic Mail (includes Canada and Mexico)**

- i. U.S. Mail with stamps affixed (Airmail or priority on top of bundle). (Smaller size of each on top of respective type.)
- ii. U.S. Mail: Postage paid, no postage required, etc. (one bundle) Penalty mail (postage and fees paid) should be in one bundle.
- iii. Standard size mail to be metered: (Airmail or priority on top of bundle) Flats to be metered should be together, also.
- iv. All standard size envelopes to be sealed and metered: If you have less than 10 pieces, seal before they are sent to the meter room. The unsealed letter must be stacked in order, with the flaps over each other. (Envelopes that weigh 2 ounces or more cannot be sealed by the meter machine).



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- c. International Mail: Fasten in one bundle with the Airmail or priority on top.
4. General Mailing Requirements
- a. Addresses and Returns: All outgoing mail must have complete address, including zip code. All mail to be metered must have the sender's department and account to be charged shown as part of the return address. On all "Campus Mail", the department, agency or lab facility must be included as part of the address. Improperly addressed mail will be returned to the sender.
  - b. Classification of Mail: All mail sent to the meter room for postage, except standard size envelopes with department letterhead, must have class of mail on the front of the envelope. Mail not classified will be returned to the sending department.
  - c. Zip Code: All domestic mail (fifty states) must have Zip Code.
5. International Mail
- a. Letter Mail Includes:
    - i. Letters;
    - ii. Letter packages;
    - iii. Aerogrammes (Air Letters); and
    - iv. Post Cards.
  - b. Letters and Letter Packages:
    - i. Weight limit for letters and letter packages is four pounds, six ounces except to Canada, where the limit is 60 pounds if the material is classified as printed matter (i.e., reproductions on paper, cardboard or other materials commonly used in printing, produced in several identical copies by means of a mechanical or photographic process).
    - ii. All printed matter must be unsealed.
    - iii. Items not acceptable as printed matter, or communications having the character of actual and personal correspondence whether written or voice recorded, must be sent as letter mail.



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- iv. First-class letters can not be enclosed or attached to flats, packages or mail marked "Printed Matter". Printed matter must be unsealed and marked "Printed Matter". (Call U.S. Post Office or University Mail Service for applicable rates).
  - c. Post Cards: Dimensions: Maximum 6 X 4 1/12 inches; minimum 3-1/2X5 inches.
  - d. Printed Matter: Weight limits vary for mail to different countries. Call for information.
  - e. General Dimensional Limits: Greatest length, 3 1/2 feet; greatest length and girth combined, 6 feet. To some countries parcels may measure 4 feet in length if not more than 16 inches in girth. Consult the U.S. Post Office for further information.
  - f. Sealing: Registered or Insured parcels must be sealed. To some countries the sealing of ordinary (unregistered and uninsured) parcels is optional, and the others compulsory. Consult U.S. Post Office.
  - g. Customs Declarations and Other Forms: Consult U.S. Post Office.
  - h. Registration: Available only to a few countries. Consult U.S. Post Office.
  - i. Insurance: Available to many countries. Consult U.S. Post Office.
6. Bulk Mail/General
- a. All departments are encouraged to use Bulk Mail when conditions merit. It is also recommended to have the Bulk Permit Imprint printed on the envelope by the printer. (Request permit number from University Mail Service.) The University Mail Service pays the annual fee for the University Bulk Mail Permit and then charges the departments as they use the service. A separate annual fee for the use of the Permit Imprint System is also paid by the University Mail Service.
  - b. Call the U.S. Post Office or University Mail Service prior to printing if questions arise concerning Bulk Mail.
  - c. The Bulk Rate is applied to mailings of identical pieces separately addressed to different addresses in quantities of not less than 50 pounds or of not less than 200 pieces. All pieces in a bulk mailing must be identical as to size, weight, and number of enclosures. The printed textual matter need not be identical. Postage is computed at pound rates on an entire single bulk mailing, except that in no case shall less than the minimum charge per piece be paid.

Formatted: Bullets and Numbering



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d. Special Note: Bulk mailings during the month of December are discouraged.

#### **7. Preparation of Bulk Mail/Letters and Flats**

a. The sender must sort, face all addresses in same direction and tie bulk mail into bundles. Each bundle must be tied in both directions with twine string enough to withstand handling in the mail. Facing slips should be large enough to cover the address on the exposed piece of mail and keep the label from sliding out from under the twine.

b. Bundles shall be prepared by the sender as follows:

i. Direct Bundles: When 10 or more pieces of mail are for any one post office (or station or brand if its name forms part of the address), all addresses must be faced in one direction and tied in an individual bundle. If all five digits of the zip code are the same in an individual bundle, no facing slip is required.

ii. Direct Bundles for Sectional Center Facilities: Separate by the first three digits of the zip code: If 10 or more pieces of mail are for the same SCF, tie in bundle (s) with a facing slip showing the SCF number, the first three digits of the zip code and the name of the sectional center.

Example: "766 - SCF Waco"

iii. Texas Mixed Bundle: After the above separations are made, tie all remaining pieces for Texas in a bundle(s) with all addresses facing one direction and label (No bundle shall be thicker than 4 inches.)

Example: "Texas Mixed"

iv. Other State Bundles: If 10 or more pieces remain for any one state; all addresses shall be faced in one direction and tied into a bundle. The top address must be covered by a label bearing the name of the state.

Example: "Ohio Mixed"

v. Mixed Multi-State Bundles: If there are less than 10 pieces per state (for instance, 6 for Nevada, 8 for Utah, 5 for Idaho), all addresses shall be faced in one direction, and the pieces tied into a bundle. The top address shall be covered with a label bearing the words "Mixed States".



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8. Central Receiving and Mail Service Parcel Pick-Up Receipt
  - a. The Central Receiving and Mail Service parcel pick-up receipt is used for mailing of special mail or parcels. Receipts should be prepared by the sending department and must have the signature of an authorized individual. Receipts will provide a record for billing purposes.
  - b. Special mail/parcels include:
    - i. First and third class bulk mailing;
    - ii. Express mail;
    - iii. Registered mail;
    - iv. Certified mail; and
    - v. Next day or overnight delivery service.

### **G. Review**

This policy shall be reviewed every five years or more if necessary by the Director of Auxiliary Services.