

# **MAIL SERVICE MANUAL**

## **PERSONNEL**

Joyce Gerstenberger  
Manager

Nancy (Nan) Printz  
Administrative Assistant

The UNC Mail Service employs two full-time people and eight to twelve students during the school year. During the summer, the two full-time people and three to six students carry on the task of meeting the campus community's mailing needs.

Over five million pieces of mail are processed by the Mail Service Staff during the 250 working days of an average year. That encompasses all incoming and outgoing mail and packages, inter-departmental campus mail, standard (bulk) mail, periodical/catalog mailings, United Parcel Service and first class mail.

To meet all mailing needs, the Mail Service prepares and/or meters first-class, standard, media (book), periodical, and international mail for delivery to the post office. We also ship through UPS Online and a UPS driver picks up at our building between 2:30 and 4:00 p.m. We presort all Colorado letters and package them to be delivered to the post office.

Each day three mail routes are run on campus: two morning routes leave the Mail Service between 8:00 and 8:30 to deliver mail to all campus departments and to pick up on-campus and off-campus letters and packages (weighing under 30 lbs.) from those departments, and at 12:30 p.m. a route person leaves the Mail Service to deliver express mail and to pick up mail at designated spots on campus.

We ask that each department separate Colorado letters, campus, out-of-state, stamped and foreign mail before the route carrier picks mail up. Also, that if a package weighs more than 30 lbs. the Warehouse be called (351-2250) or faxed a work order (351-1349) to request that they pick it up. The same procedure is requested when a standard mailing has more than three trays or tubs.

## **MISSION**

The University of Northern Colorado Mail Service personnel strive to provide the campus community with a consistent high level of service. We work to provide customer satisfaction and a superior level of confidence. We are actively involved in creating a workplace that is both excellent and enjoyable.

## **VALUES AND PRINCIPLES**

In fulfilling our mission, we strive to maintain and support these values and principles:

- Teamwork and mutual support
- Integrity and honesty
- Excellent communication, amongst ourselves and with everyone with whom we do business
- Tolerance of differences
- Continued learning and improvement
- Professionalism

## **SERVICES PROVIDED**

- Sortation and delivery of letters and small packages; including on-campus and US Postal Service.
- Preparation of first-class, standard (bulk), periodical, library rate, and UPS letters and flats for delivery.
- Providing information regarding postal and UPS rates upon request.
- Supplying information to aid members of the campus community to determine the most cost efficient and timely method of sending their mail.

## **SOME FACTS AND CURRENT RATES**

First Class Mail is mailable matter weighing 13 ounces and less. Some examples are: matter that is directly handwritten, matter having the character of personal correspondence, and matter closed against postal inspection, i.e. bills and statements of account.

Effective January 7, 2001, first class rates are as follows:

- One ounce--\$.34
- Two ounces--\$.55
- Three ounces--\$.76
- Each additional ounce (up to thirteen ounces) is \$.21
- Postcards--\$.20 ( Not larger than 4 ¼" by 6", not smaller than 3 ½" by 5")

Priority mail is all first class mail over 13 ounces and 70 lbs. or less. Mail that is under 13 ounces can be mailed Priority by paying the 1 lb. rate. The maximum size of Priority Mail packages is 108" in length and girth combined. Priority Mail over 5 lbs. is zone rated by weight and distance.

- One lb.--\$3.50
- Two lb.--\$3.95
- Three lb.--\$5.15
- Four lb.--\$6.35
- Five lb.--\$7.55

Business Reply Mail is a special First Class Mail arrangement whereby the original sender can pay postage for responses to correspondence. Currently, there is a \$.10/piece charge for this service through the USPS. The University of Northern Colorado holds a permit and maintains an account for Business Reply with the USPS. We charge back these postage costs before forwarding these pieces to each department.

To arrange for printing of Business Reply envelopes or postcards, contact University Publications at 351-2331.

Express Mail is time-sensitive correspondence. We use UPS for our express mail. The services provided are: Next day---early a.m., Next day, Second day---early a.m., Second day air saver, and Three day. All are guaranteed services.

Standard Mail is used for identical pieces delivering information. Standard mail is accepted in the UNC Mail Service when there are 200 plus pieces in zip code order. Mail that is time-sensitive should not be sent by this method. We, at the UNC Mail Service have up to five working days to get mailings of 3000 pieces or less to the post office. They, in turn, promise us no better than three to five week delivery time. Currently, the charges for Standard Mail are:

- Letter--\$.155
- Flat (under 3.3 oz.)--\$.233

We, at the UNC Mail Service, welcome your comments, concerns and questions. We will do our best to help in whatever way we can. Feel free to write us at Campus Box 43 or call at 351-2026.