UCLA Procedure 310.1: Mail Services (Campus, U.S., and International Mail)

Issuing Officer: Administrative Vice Chancellor
Responsible Dept: Mail, Document & Distribution Services
Effective Date: August 14, 2009

I. REFERENCES
II. STATEMENT
III. PROCEDURES
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I. REFERENCES
1. UCLA Policy 310, UCLA Mail Services;
2. UCLA Policy 311, Access to and Use of University Mailing Lists;
3. UCLA Procedure 310.5, Messenger Service;
4. UCLA Procedure 310.6, Ordering Postage Stamps and Stamped Postcards.

II. STATEMENT

UCLA Mail, Document & Distribution Services (MDDS) provides a wide range of mail processing, collection, and delivery services to the UCLA campus community. The following schedules and procedures are intended to insure optimal service and prompt delivery of mail.

- Central Campus Mail is picked up from and delivered to departments once daily, and with some approved exceptions twice daily. Hospital mail is picked up from and delivered to departments generally twice daily. Mail picked up in the morning will be delivered to its campus destination the next business day.

- All University U.S. Mail destined for delivery by the U.S. Postal Service (USPS) is picked up from departments once daily with some approved exceptions. This service is used for University-related business only.

- Mail Services processes all University International Mail destined for delivery to foreign destinations by the USPS and by air courier.

Refer to Section III and Attachment A for procedures and samples for preferred addressing of mail and recommended envelope sizes and types to insure optimal processing.

- Mailing Services

  Departments should consult with Mail Services if UCLA mailing permit use is planned; or University mailing list, mail preparation/production, or mail production pick-up is requested as per the following guidelines:

  1. Permit mailing – For 200 pieces or more, contact UCLA Bulk Mail Services for current permit mailing guidelines.

  2. Business reply mail permit mailing – Please request standardized artwork from UCLA Document Services.

  3. Outgoing mailing charges - A copy of these charges is provided if department attaches a completed Recharge Order Request in duplicate to outgoing mail.
4. **Bulk mail services** - Available if department submits a completed *Bulk Mail Service Request* (BMSR).

5. **Sealing U.S. Mail** - For the convenience of departments, UCLA Mail Services will seal U.S. Mail letter envelopes if they are sorted by size (up to 1/4” thick with envelope flaps out, nested one on top of the other) and secured with rubber bands. Delays will result if envelopes are not nested properly. Departments must seal all U.S. Mail non-letter size and Campus Mail envelopes.

### III. PROCEDURES

<table>
<thead>
<tr>
<th>RESPONSIBILITY</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>Addresses envelope with complete destination and return address (for all mail), and department identification and special services (for mail going off campus) as per specifications of Attachment A:</td>
</tr>
<tr>
<td></td>
<td>• Campus Mail</td>
</tr>
<tr>
<td></td>
<td>• U.S. Mail</td>
</tr>
<tr>
<td></td>
<td>• International Mail</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> The USPS recommends that for letter mail, type or print envelope clearly with a pen or permanent marker so the address is legible from an arm's length away. Do not use commas or periods. Typewritten mail can be read faster and with greater accuracy than handwritten mail. As a precaution, the USPS recommends that for International Mail, senders should place a card showing the name and address of the sender and addressee inside the parcel.</td>
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<tr>
<td></td>
<td>Separates mail by UCLA (Campus Mail), U.S. domestic to be metered, international to be metered, mail with stamps affixed -- and secures with rubber bands. All addresses facing one way. Places sealed envelopes or packages at regular pick-up location or brings them to UCLA Mail Services.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Weight:</strong> If mail exceeds 25 lbs., should contact UCLA Messenger Service for special handling arrangements.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Ineligible materials:</strong> Boxes weighing more than 70 lbs are not eligible for mail service. These items are accepted by UCLA Receiving for bulk shipping.</td>
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<tr>
<td></td>
<td>Monitors U.S. and International Mail to ensure that it pertains to University business.</td>
</tr>
<tr>
<td>Mail Services</td>
<td>Collects mail that meets campus or USPS guidelines, performs necessary sorting and processing routines, and delivers it to:</td>
</tr>
<tr>
<td></td>
<td>• Campus departments--Campus Mail;</td>
</tr>
<tr>
<td></td>
<td>• U.S. Postal Service--U.S. domestic and International Mail.</td>
</tr>
<tr>
<td></td>
<td>For U.S. Mail, if registered return receipt, or certified mail, returns receipt to department if requested. For International Mail, this may depend on whether receiving country provides this service.</td>
</tr>
<tr>
<td></td>
<td>Returns mail to department when identification number is invalid, restricted or missing, or when return address is not an official University department and/or address (e.g., personal mail).</td>
</tr>
<tr>
<td></td>
<td>Accumulates charges for production work performed, meter charges, permit charges and stamp sales. Provides copies of Recharge Order Request or BMSR forms for department each month as requested.</td>
</tr>
<tr>
<td></td>
<td>Charges departments according to approved recharge rates and bills them at month end. Detail is provided on department Web site. Mailed statements are sent out to sundry debtor accounts.</td>
</tr>
<tr>
<td>Department</td>
<td>Consults with UCLA Mail Services regarding:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Question/information:</strong> Service, losses, claims, rates, fees, classification, schedules, regulations, USPS rates, international customs, wrapping, etc.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Changes:</strong> If delivery time and/or designated location of stops are required. If contact information and/or account numbers are modified.</td>
</tr>
</tbody>
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IV. ATTACHMENTS

A. Examples of Addressing Mail

Issuing Officer

/s/ Sam J. Morabito

Administrative Vice Chancellor

Questions concerning this policy or procedure should be referred to the Responsible Department listed at the top of this document.
Examples of Addressing Mail

<table>
<thead>
<tr>
<th>Return Address</th>
<th>Campus Mail</th>
</tr>
</thead>
</table>
| UCLA | Professor John J. Smith  
School of Engineering  
Electrical Engineering  
Room 2250  
159410 |  
[Addressee]  
Dr. Paul M. Jones  
Department of Dermatology  
52-127 CHS  
Campus Mail Code: 175018 |

*Use only blue banded #10 envelopes (4 1/8" x 9 1/2"), transmittal envelopes or manila envelopes for Campus Mail. Plain manila envelopes should clearly state “CAMPUS MAIL”.*

Separate Campus Mail from outgoing domestic or International Mail by use of mail tubs or rubber bands. Campus Mail in plain white #10 envelopes might mistakenly be sent out as outgoing U.S. Mail.
Example of Addressing U.S. Mail

Robert L. Donnelly  
University of California  
Chancellor’s Office  
Box 951405  
Los Angeles, CA 90095-1405  
XX00 [Authorized I.D. number]

Mr. Weyland D. Howard  
Northrop Research and Technology Center  
3401 West Broadway  
Hawthorne, CA 90250

*Use white envelope for letters up to No 10 size (4 1/8” x 9 1/2”) or manila envelope or securely wrapped package up to 70 lbs.

Example of Addressing International Mail

Robert L. Donnelly  
University of California  
Chancellor’s Office  
Box 951405  
Los Angeles, CA 90095-1405  
XX00 [Authorized I.D. number]

Centre d'Etudes de l'Universite  
De Californie, Bordeaux  
Faculte des Lettres  
Universite de Bordeaux III  
33 Talence  
FRANCE

*Use white envelope for letters up to No. 10 size (4 1/8” x 9 1/2”) or manila envelope. Clearly mark "INTERNATIONAL MAIL" on outside of envelope or bundle and separate from Domestic Mail and Campus Mail.