
UCLA Policy 310: UCLA Mail Services

Issuing Officer: Administrative Vice Chancellor

Responsible Dept: Mail, Document & Distribution Services

Effective Date: April 29, 2009

Supersedes: UCLA Policy 310, dated 7/1/1998

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I. REFERENCES

1. UC Business and Finance Bulletin BUS-65, Guidelines for University Mail Services;
2. UCLA Policy 311, Access to and Use of University Mailing Lists;
3. UCLA Procedure 310.1, Mail Service (Campus, Intercampus, U.S., and International Mail);
4. UCLA Procedure 310.5, Messenger Service;
5. UCLA Procedure 310.6, Ordering Postal Stamps and Materials.

II. INTRODUCTION

The UCLA Mail Services (Mail Services) and the UCLA Bulk Mail Services (Bulk Mail Services) divisions of Mail, Document & Distribution Services (MDDS), operate in support of the University's research, teaching, and public service mission and are to be used only for official University business. The mail service provides delivery, collection, and processing of all University mail including:

- Receiving and delivering incoming domestic and foreign mail;
- Processing outgoing domestic and foreign mail in accordance with regulations included in the U.S. Postal Service Domestic Mail Manual (DMM) and the U.S. Postal Service International Mail Manual (IMM);
- Delivering internal mail on campus and to affiliated off-campus locations in accordance with U.S. Postal Service Private Express Statutes and regulations applicable to the University;
- Regulation of postage meter machines and postal permit usages in accordance with U.S. Postal Service regulations, and postal materials (e.g., stamp purchases).

III. DEFINITIONS

As used in this Policy:

Registered Campus Organization is any organization whose membership is predominantly comprised of UCLA students and/or personnel (e.g., faculty and staff acting apart from their employment at UCLA), and which obtains recognition as a Registered Campus Organization by complying with the requirements and procedures specified in the UCLA Regulations on Activities, Registered Campus Organizations and Use of Properties.

Support Group is an organization whose primary purpose is to provide assistance through fundraising, public outreach, and other activities in support of the University's mission, and whose membership may include alumni, students, staff, faculty and their spouses.

IV. STATEMENT

A. Use of University Mail Services

University Mail Services are provided exclusively for official University business use according to the following guidelines. Fees may be charged in order to provide mail services to the campus.

1. The following individuals and organizations are permitted access to Mail Services subject to Federal Private Express statutes and regulations:
 - campus departments;
 - faculty, staff, and students for official purposes related to the business of the University;
 - academic and staff employee associations/advisory groups established in accordance with campus regulations to aid the administration in seeking the views of employees;
 - Registered Campus Organizations;
 - Support Groups.
2. The following individuals and organizations are *not* permitted postage-free use of Mail Services:
 - organizations not officially sponsored by or registered with the University;
 - any organization for commercial purposes;
 - employee organizations, which have not as a primary purpose, the representation of University employees in their employment relations with the University;
 - non-University organizations soliciting funds; except for charitable organizations that have received prior approval from the Chancellor or the Chancellor's designee.

Mail Services are reserved for official University business only. Personal mail, personal bills, and personal e-commerce (e.g., personal online purchases) are not considered official business, and may neither be received in campus departments nor sent out at University expense.

As defined in the U.S. Postal Service DMM and the IMM, hazardous materials may not be sent through Mail Services.

B. Regulation of Postage Meter Machines

All mail services should be centralized to allow UCLA to maximize volume-based postal discounts, minimize the rental of postage meters and mail processing equipment, establish proper controls and ensure that postage is applied according to U.S. Postal Service (USPS) regulations.

1. Postal meters shall be installed only at the Mail Services unit to assure maintenance and auditable records of meter usage, and to comply with USPS regulations governing the University's postage metering privileges.
2. The installation and use of USPS meter machines by a campus department other than Mail Services is not permitted except with prior written approval by the Chancellor or the Chancellor's designee. Such requests for approval shall be considered only in situations when use of the Mail Services meter is physically impractical (such as remote off-campus locations not serviced by Mail Services). See Attachment B for more information.

C. Regulation of Postal Materials (including Stamps, Metered Postage, Express Mail, etc.)

Mail Services shall maintain an inventory of postal materials (stamps, including Express Mail stamps, pre-stamped postcards, etc.) which departments may purchase to meet special mailing needs. Campus departments should retain such materials only for urgent mailings, and must maintain auditable records of usage, providing a completed Monthly Stamp Inventory form to Mail Services. The Monthly Stamp Inventory form is available from Mail Services.

1. Postage materials must be purchased through Mail Services via Recharge ID or sundry debtor account. Stamps should be used by campus departments only for occasional urgent mailings and after the Mail Services unit is closed. Mail Services operating hours are Monday through Friday 8:00 a.m. – 5:00 p.m.
2. The purchase of postal materials (stamps, metered postage, or special services such as Express, Certified, or Registered mail) directly from the USPS, or any entity selling USPS supplies, by departments other than Mail Services is not permitted except with prior written approval by the Chancellor or the Chancellor's Designee. This should occur only under extraordinary circumstances. See Attachment B for more information.

D. Regulation of Postal Permit Usage

Bulk Mail Services is responsible for maintaining documentation of all permit usage for outbound mail and shall maintain centralized permits for the campus to ensure compliance with USPS regulations governing the University's postage privileges.

1. Permit postage for all UCLA mailings, including off-campus mail house mailings, must be obtained through Bulk Mail Services utilizing a "Bulk Mail Service Request" (BMSR) form available from Bulk Mail Services. Bulk mail permit preparation fees will apply. Complete samples of each mailing must be submitted with the BMSR form to ensure adherence to USPS permit policy. Use of non-University permits (mail house permits) is not allowed as UCLA must ensure proper permit usage and adherence to postal policy to maintain its non-profit status and business status with the USPS.
2. The international portion of bulk mail postage will be processed through Mail Services to ensure University postage accountability. Mail houses (off campus agencies) must return the international portion of UCLA business mailings to Mail Services for the application of international postage.
3. Maintenance of postal permits by departments other than Mail Services is not permitted except with prior written approval by the Chancellor or the Chancellor's Designee. Such exceptions should occur only under extraordinary circumstances. See Attachment B for more information.
4. Bulk Mail Services shall maintain a current list of units authorized to utilize non-profit status. Departments shall annually provide current department contact information to Bulk Mail Services so that the use of UCLA's non-profit permit may be reviewed, proper use of non-profit status is deemed appropriate, and adherence to USPS non-profit status requirements are followed.
5. Business reply mail permits are maintained by Mail Services. Business reply mail is returned to departments after postal statement reconciliation. Departments should consult with the Document Services division of MDDS to ensure accurate artwork. The USPS will assess additional fees for non-regulatory artwork. These additional fees will be recharged to originating departments.
6. Postage due permits are maintained by Mail Services. Postage due mail is returned to departments after postal statement reconciliation so that mailing lists may be updated.

E. Recharged Services

Mail Services and Bulk Mail Services rates are set to recover all operating costs and are reviewed and approved annually by the Policy Committee on Sales and Service Activities and Service Enterprises (POSSSE). Recharge services are billed monthly.

1. Outgoing U.S. Mail

All campus departments, Registered Campus Organizations, and Support Groups are charged for the total amount of postage on outgoing U.S. mail, international mail, business reply permit mail and postage due permit mail, plus a surcharge for handling. Departments must have a valid budget account number (Recharge ID) and an official University return address displayed on outgoing mail.

2. Bulk Mail Preparation Services

The following services are available to campus departments, Registered Campus Organizations, and Support Groups: mailing list preparation and/or cleansing; bulk mail permit preparation; and capability to address, stuff, fold, collate, insert and sort. Campus departments are recharged, and Registered Campus Organizations and Support Groups are billed by sundry debtor. All UCLA departments desiring bulk mail preparation services should contact Bulk Mail Services. Mail houses are contracted by Bulk Mail Services when deemed necessary.

3. Messenger Service

This unit provides messenger services, such as the pick-up and delivery of urgent documents and materials, from both on and off-campus locations. Campus departments are recharged for services rendered.

4. Postal Supplies

Postal supplies (stamps, Express Mail, handling of special service mail, etc.) are provided with a surcharge added. All campus departments are required to purchase all postal supplies from Mail Services (see also Section IV.C.2). Mailing supplies (USPS flat rate envelopes and boxes, forms, etc.) are stocked centrally at Mail Services and are available to departments at no charge.

F. Incoming Mail

1. Incoming U.S. Mail

Distribution and delivery of mail once per day for campus departments is provided at no charge to most 19900-funded campus departments. Self-supporting entities pay for incoming mail service via direct recharge in the form of a combined mail piece charge (based on mail counts) and monthly mail stop charge. All departments requesting additional mail stops will be recharged a monthly fee.

2. Misdirected Incoming U.S. Mail

Mail Services forwards departments' misdirected mail and traces improperly or insufficiently addressed mail. Campus departments should maintain addresses for transferred employees or employees no longer employed by the University and forward their mail through Mail Services.

G. Use of University ZIP+4 Codes and Campus Mail Codes

In order to expedite mail delivery, Mail Services uses a sorting system which requires ZIP+4 codes and campus mail codes.

1. ZIP + 4 Codes

Mail Services assigns ZIP+4 codes to campus departments. ZIP+4 codes should be used in the return address of all UCLA mail.

2. Campus Mail Codes

Mail Services assigns campus mail codes to campus departments. The six digit campus mail code is unique to a campus department and should be used on all internal campus mail. Campus mail codes consist of the four digit code assigned to a department (ZIP+4) and a two-digit mail route number. Four digit department mail codes are uniquely assigned and permanent. Two-digit routing numbers may change if operationally necessary.

V. ATTACHMENTS

- A. Mail Services Locations and Hours of Operation
- B. Guidelines for Requesting an Exception to Policy 310

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.**

Mail Services Locations and Hours of Operation

Locations

1. 555 Westwood Plaza, Level B, provides the following full services: administration, billing, postage stamp sales, bulk mail and list services, messenger service, campus mail, incoming mail, outgoing U.S. mail including Express, Certified, Registered, and other USPS ancillary services, and international mail. Outgoing Express Mail cut-off time is 3:00 p.m. All services are via recharge for University business mail. Personal mail is not accepted.
2. Medical Plaza, Room B-103, provides U.S. mail and campus mail window service on a limited basis.
3. 10920 Wilshire Blvd., Ste. 150, provides window service for personal U.S. mail and personal mailbox rental. Recharge metering of University business mail is also available.

(Note: Ackerman Union, Level A, is operated by the Associated Students of UCLA and does not provide University business mail options. Only non-reimbursable personal use postage may be purchased at this location.)

Hours of Operation

All services at 555 Westwood Plaza are available Monday through Friday from 8:00 a.m. to 5:00 p.m. (excluding University holidays). The cut-off time for same-day messenger service delivery is 3:30 p.m. Contact all other locations for their specific hours of operation.

Mail Services Intracampus Mail Boxes

Campus mail and University business mail to be recharged, which is deposited in Mail Services mail boxes, are picked up at approximately 1:30 p.m., Monday through Friday, at the following locations:

Campus

1. Ackerman Union, adjacent to Westwood Plaza turn-around
2. Young Dr. East between Lu Valle Commons and Public Policy
3. Young Dr. East at Dickson Plaza (across from Murphy Hall)
4. Portola Plaza near Math Sciences
5. Covell Commons area near BruinCard office
6. Inside Murphy Hall, Level A, parking lot entrance

Center for the Health Sciences

1. Tiverton Dr. (north side of Marion Davies Clinic, near out-patient drop-off)
2. Westwood Plaza at Jules Stein Eye Institute turn-around

MacDonald Research Laboratory (MRL)

1. Inside MRL, front entrance

Westwood Village

1. Ueberroth Building at rear entrance
2. Weyburn Dr. adjacent to turn-around at rear entrance to Rehabilitation Center

Medical Plaza

1. Parking Lot 1, Level 1, adjacent to elevators

Wilshire Center (10920 Wilshire Blvd.)

1. Wilshire Center, Suite 150

Guidelines for Requesting an Exception to Policy 310

UCLA Mail Services is the designated central mail unit and any requests by a department for an exception or exemption to policy must be made in writing to UCLA Mail Services (Mail Services) using the appropriate form, and in accordance with the following guidelines and Policy 310.

Regulation of Postage Meter Machines

Requests for the installation of postal meters should only be made when use of the Mail Services meter is physically impractical (such as remote off-campus locations not served by Mail Services).

1. Requests for *prior approval* must be made using the Prior Approval: Ongoing Exemption to Policy form, available from Mail Services.
2. If an exemption to policy is granted, then at such locations the named department shall a) assign a person to be responsible for proper use of the machine and who will attest to the business use of postage; and b) provide instruction to that person in the U.S. Postal Service (USPS) requirements associated with proper use of the machine.
3. In accordance with BUS-65, IV.1, monthly auditable records must be submitted to Mail Services to ensure that adequate monitoring and controls are in place. An example of University auditable records shall be made available to a department upon request.
4. Mail Services may recover the proportionate cost of additional audit expense from meter exempt departments.
5. Annually, meter exemptions will be reviewed by Mail Services in order to ensure that information provided by campus departments is current, postage and meters are being used properly, reasonableness of dollar limits is assessed and continued justification for an exemption to policy is appropriate.

Regulation of Postal Materials (including Stamps, Metered Postage, Express Mail, etc.)

Campus departments should retain an inventory of postal materials only for urgent mailings and must maintain auditable records of such usage.

Prior Approval: One-Time Exception

Prior approval for a one-time exception to policy for the direct purchase of stamps from the USPS, or any entity selling USPS supplies may be requested using the Prior Approval: One-Time Exception to Policy 310 form, available from Mail Services. This should occur only under extraordinary circumstances (e.g., a staff member temporarily working out of state or country).

Post-Approval: One-Time Exception

If a department mistakenly purchases postal services directly from the USPS, or any entity selling USPS supplies without having secured prior approval from Mail Services and seeks reimbursement, the department must submit a Post-Approval: One-Time Exception for Postal Service Purchases form, available from Mail Services. Such requests shall be reviewed by the Director of Mail, Document & Distribution Services and may be approved only under extraordinary circumstances. If approved, the requesting department's Chief Administrative Officer will be notified of the one-time exception and asked to ensure the dissemination of Policy 310 to his or her department to avoid future violations of policy, and to provide a valid Recharge ID to enable the customary surcharge on University postage to be assessed.

Prior Approval: Ongoing Exemption

Prior approval for an ongoing exemption from policy for the direct purchase of stamps and/or other postal materials directly from the USPS, or any entity selling USPS supplies, shall be considered only in situations when use of the central mail service unit is physically impractical (such as remote off-campus locations not serviced by Mail Services).

1. Prior approval for an ongoing exemption to policy for such a direct purchase may be requested using the Prior Approval: Ongoing Exemption to Policy 310 form, available from Mail Services.

2. If an exemption is granted, then at such locations the department requesting the exemption shall: a) assign a person who will attest to the business use of the postal materials; and b) provide instruction to that person in the USPS requirement associated with its proper use.
3. In accordance with BUS-65, IV.1, monthly auditable records must be submitted to Mail Services to ensure that adequate monitoring and controls are in place. An example of University auditable records shall be made available to a department upon request.
4. Mail Services may recover the proportionate cost of additional audit expense from said departments.
5. Annually, direct stamp purchase exemptions to policy will be reviewed in order to ensure current information from campus departments is maintained, proper use of postage materials is adhered to, reasonableness of dollar limits is assessed and continued justification for an exemption to policy is appropriate.

Regulation of Postal Permit Usage

Maintenance of postal permits by departments should occur only under extraordinary circumstances.

Prior Approval: One-Time Exception

Prior approval for a one-time exception for the use of postal permits by units other than MDDS (i.e., mail house permits), may be requested using the Prior Approval: One-Time Exception to Policy 310 form, available from Mail Services. Such requests should occur only under extraordinary circumstances (e.g., mailings prepared and presented to USPS Bulk Mail Entry Units outside of Southern California).

Post-Approval: One-Time Exception

If a department mistakenly utilizes a mail house permit without having secured prior approval from Bulk Mail Services and seeks reimbursement, the department must submit a Bulk Mail Post-Approval: One-Time Exception for Postal Service Purchases form, available from Mail Services. Bulk Mail Services' approval is required before Accounts Payable may process postage invoice payments or reimbursements. Such requests shall be reviewed by the Director of MDDS and may be approved only under extraordinary circumstances. If approved, the requesting department's CAO will be notified of the one-time exception and asked to ensure the dissemination of Policy 310 to his or her department to avoid future exceptions, and to provide a valid Recharge ID to enable assessment of the customary permit preparation fees on University bulk mailings.

Prior Approval: Ongoing Exemption

Prior approval for an ongoing exemption to policy shall be considered only in extraordinary situations where use of Bulk Mail Services central permits is highly impractical (e.g., mailings prepared and presented to USPS Bulk Mail Entry Units outside of Southern California).

1. Prior approval for an ongoing exemption to policy for the maintenance of postal permits may be requested using the Prior Approval: Ongoing Exemption to Policy 310 form available from Mail Services.
2. If an ongoing exemption to policy for the maintenance of postal permits is granted, then at such locations the department requesting the exemption shall assign a person responsible for said permits who will attest to the business use of the permits and shall provide instruction in the USPS requirements associated with their use.
3. In accordance with BUS-65, IV.1, monthly auditable records must be submitted to MDDS to ensure that adequate monitoring and controls are in place. An example of University auditable records shall be made available to a department upon request.
4. MDDS may recover the proportionate cost of additional audit expense from said departments.
5. Annually, maintenance of postal permit exemptions will be reviewed in order to ensure current information from campus departments is maintained, proper use of permits is adhered to, and continued justification for an exemption to policy is appropriate.