
UCLA Policy 310: UCLA Mail and Bulk Mail Services

Issuing Officer: Vice Chancellor & CFO

Responsible Dept: Mail, Document & Distribution Services

Effective Date: November 15, 2022

Supersedes: UCLA Policy 310, dated 4/1/2019

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I. PURPOSE & SCOPE

Mail, Document & Distribution Services operates UCLA Mail Services (Mail Services) and UCLA Bulk Mail Services (Bulk Mail Services) in support of UCLA's research, teaching, and public service mission. UCLA Mail and Bulk Mail Services are to be used only for official University business. UCLA Mail and Bulk Mail Services provide delivery, collection, and processing of all UCLA 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 associated off-campus locations in accordance with U.S. Postal Service Private Express Statutes and regulations applicable to UCLA;
- Regulating of postage meter machines and postal permit usages in accordance with U.S. Postal Service regulations, and postage (e.g., stamp purchases); and
- Protecting UCLA's authorization to mail at Nonprofit USPS Marketing Mail prices, a privilege granted by law only to authorized organizations (USPS Publication 417).

The purpose of this Policy is to summarize the appropriate use of UCLA Mail and Bulk Mail Services and outline the process to request an exception to Policy.

II. POLICY STATEMENT

A. Use of UCLA Mail Services

UCLA Mail Services is exclusively for official University business and use must be in accordance with this Policy. Fees may be charged in order to provide mail services to the campus. See Attachment A for Mail Services Locations and Hours of Operation.

The following individuals and organizations (hereafter referred to as "Mail Services Client") are permitted use of Mail Services subject to Federal Private Express statutes and regulations:

- Faculty, staff, and students for official purposes related to the business of UCLA;
- Academic and staff employee associations/advisory groups;
- Registered Campus Organizations;
- Support Groups;
- Alumni Association and affiliated alumni groups;
- Campus Foundation; and
- Individuals and organizations that received prior approval from the Chancellor or the Chancellor's designee, Director of Mail, Document & Distribution Services.

Note: Groups, organizations, and foundations must be officially registered/recognized per University policies. 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 UCLA 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.

- Postal meters will be installed only at the Mail Services unit to assure maintenance and auditable records of meter usage, and to comply with USPS regulations governing UCLA's postage metering privileges.
- The installation and use of USPS meter machines by a Mail Services Client, that utilize the UCLA FAU system for expenses, is not permitted except with prior written approval by the Chancellor or the Chancellor's designee, Director of MDDS.

Such requests for approval will 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 or due to extraordinary circumstances as determined by UCLA Mail Services. See Attachment B for more information.

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

Mail Services will maintain an inventory (i.e. stamps), which a Mail Services Client may purchase to meet special mailing needs. A Mail Services Client may retain such an inventory only for urgent mailings and must maintain auditable records of usage. A sample Monthly Stamp Inventory form that may be used for department use is available at www.mdds.ucla.edu.

- Postage must be purchased through Mail Services via recharge ID or sundry debtor account. Stamps should be used by Mail Services Clients 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. excluding University holidays.
- The purchase of postage (stamps, metered postage, metered strips, or special services such as Express, Certified, or Registered mail) directly from the USPS or any entity selling USPS postage by a Mail Services Client, that utilize the UCLA FAU system for expenses, is not permitted except with prior written approval by the Chancellor or the Chancellor's designee, Director of MDDS. This should occur only under extraordinary circumstances as determined by UCLA Mail Services. 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 will maintain centralized permits for the campus to ensure compliance with USPS regulations governing UCLA's postage privileges.

- 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 a non-university permit (mail house permit) 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.
- 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.

- Maintenance of postal permits by a Mail Services Client is not permitted except with prior written approval by the Chancellor or the Chancellor's designee, Director of MDDS. This should occur only under extraordinary circumstances. See Attachment B for more information.
- Bulk Mail Services will maintain a current list of units authorized to utilize non-profit status. Departments will 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.
- 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.
- Postage due permits are maintained by Mail Services. Postage due mail is returned to departments after postal statement reconciliation so that departments may update their mailing lists.

E. Services (Chargeable)

Mail Services and Bulk Mail Services rates are set to recover all operating costs and are reviewed and approved per [UCLA Policy 340: Sales and Service Activities](#). Charges for services rendered are processed monthly.

1. Outgoing U.S. Mail

All Mail Services Clients 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. All outgoing mail sent through UCLA Mail Services must contain an official UCLA return address. See Attachment C: Procedures for Outgoing Mail and Attachment D: Examples of Addressing Mail.

2. Bulk Mail Preparation Services

The following services are available: mailing list preparation and/or cleansing; bulk mail permit preparation; and the capability to address, stuff, fold, collate, insert, and sort. Mail Services Clients desiring bulk mail preparation services should contact Bulk Mail Services. Mail houses are contracted by Bulk Mail Services when deemed necessary.

3. Messenger Service

The Messenger Service unit provides messenger services, such as the pick-up and delivery of urgent documents and materials, from both on- and off-campus locations. Mail Services Clients will be charged for services rendered. For more information, see [UCLA Procedure 310.5: UCLA Messenger Service](#).

4. Postage

Postage (i.e., stamps, Express Mail, handling of special service mail, etc.) are provided with a surcharge added. Mail Services Clients that utilize the UCLA FAU system for expenses are required to purchase postage from Mail Services (see Section II.C). Shipping and mailing supplies (i.e., USPS flat rate envelopes and boxes, forms, etc.) are stocked centrally at Mail Services and are available to Mail Services Clients at no charge.

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. Mail Services Clients must seal all U.S. Mail non-letter size and Campus Mail envelopes.

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, as defined by the annual Eligible Rechargeable Entity List provided by UCLA Academic, Planning & Budget, and other sundry debtors identified by MDDS, 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 UCLA 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 that requires ZIP+4 codes and campus mail codes.

1. ZIP + 4 Codes

Mail Services assigns ZIP+4 codes to Mail Services Clients that have a mail stop. 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 Mail Services Clients. 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 a 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.

III. REFERENCES

1. UCLA Policy 340, Sales and Services;
2. UCLA Policy 311, Access to and Use of University Mailing Lists;
3. UCLA Procedure 310.5, Messenger Service.

IV. ATTACHMENTS

- A. Mail Services Locations and Hours of Operation
- B. Guidelines for Requesting an Exception to Policy 310
- C. Procedures for Outgoing Mail
- D. Examples of Addressing Campus, U.S., and International Mail

Issuing Officer

/s/ Allison Baird-James

Interim Vice Chancellor & Chief Financial Officer

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**Location**

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. All services are via recharge for university business mail. Personal mail is not accepted.

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, Level B, are available Monday through Friday from 8:00 a.m. to 5:00 p.m. (excluding university holidays). For Outgoing Express Mail cut-off time please contact Mail Services. The cut-off time for same-day messenger service delivery is 3:30 p.m.

Mail Services Intracampus Mail Boxes

Campus mail and university business mail to be recharged, which is deposited in Mail Services light blue mailboxes, are picked up Monday through Friday (excluding university holidays) at the following locations:

Campus

1. Westwood Plaza, across from UCLA Police Station
2. Young Dr. East between Lu Valle Commons and Public Policy
3. Young Dr. East at Dickson Plaza (across from Murphy Hall)
4. Covell Commons area near BruinCard office
5. Inside Murphy Hall, Level A, parking lot entrance

Center for the Health Sciences

6. Tiverton Dr. (north side of Marion Davies Clinic, near out-patient drop-off)
7. 760 Westwood Plaza, Semel Institute for Neuroscience and Human Behavior

MacDonald Research Laboratory (MRL)

8. Inside MRL, front entrance

Westwood Village

9. Ueberroth Building at rear entrance
10. Weyburn Dr. adjacent to turn-around at rear entrance to Rehabilitation Center

Medical Plaza/Ronald Reagan Medical Center

11. Between Medical Plaza 100 and Medical Plaza 200, south of Ronald Reagan 150 Medical Plaza entrance

Wilshire Center (10920 Wilshire Blvd.)

12. Wilshire Center Lobby

Guidelines for Requesting an Exception to UCLA Policy 310

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

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 serviced by Mail Services or due to extraordinary circumstances as determined by UCLA Mail Services.

Requests for prior approval must be made using the [Prior Approval: One-Time Exception to Policy 310](#) form, available from Mail Services.

1. If an exemption to Policy is granted it will be based on location and at such location the named Mail Services Client will:
 - a. Assign a person to be responsible for proper use of the machine and who will attest to the business use of postage.
 - b. Provide instruction to that person in the U.S. Postal Service (USPS) requirements associated with proper use of the machine.
 - c. Ensure that adequate monitoring and controls are in place including auditable records.
 - d. Audit costs that will be paid for by the department requesting the exemption.
 - e. Notify Mail Services if the location of the Postage Meter changes as exemptions to Policy are location based and exemption will void if location changes.
2. Mail Services will notify and make available a list of current exemptions to Audit & Advisory, Purchasing, and Accounts Payable for appropriate follow-up as it pertains to ongoing fiscal controls and compliance.

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

Mail Services Clients should retain an inventory of postage 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 postage 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 as determined by UCLA Mail Services (e.g., a staff member temporarily working out of State or country).

Post-Approval: One-Time Exception

If a Mail Services Client, utilizing the UCLA FAU system for expenses, purchases postage or postal services directly from the USPS, or any entity selling USPS postage without having secured prior approval from Mail Services and seeks reimbursement, the Mail Services Client must submit a [Post-Approval: One-Time Exception for Postal Service Purchases](#) form, available from Mail Services. Such requests will be reviewed by the Director of MDDS and may be approved only under extraordinary circumstances. If approved, the requesting Mail Services Client's Chief Administrative Officer will be notified of the one-time exception and asked to ensure the dissemination of Policy 310 to their 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 postage (e.g. stamps) and/or other postage services directly from the USPS, or any entity selling USPS postage, will 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, or extraordinary circumstances as determined by UCLA Mail Services.

1. Requests for 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 to Policy is granted it will be based on location and at such locations the Mail Services Client will:
 - a. Assign a person to be responsible for proper use of the stamps or metered postage and who will attest to the business use of the stamps or metered postage.
 - b. Provide instruction to that person in the U.S. Postal Service (USPS) requirements associated with proper use of the postage.
 - c. Ensure that adequate monitoring and controls are in place including auditable records.
 - d. Audit costs that will be paid for by the Mail Services Client requesting the exemption.
 - e. Notify Mail Services if the location of the exemption changes as exemptions to Policy are location based and exemption voids if location changes.
3. Mail Services will notify and make available a list of current exemptions to Audit & Advisory, Purchasing, and Accounts Payable for appropriate follow-up as it pertains to ongoing fiscal controls and compliance.

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 as determined by UCLA Mail Services (e.g., mailings prepared and presented to USPS Bulk Mail Entry Units outside of Southern California).

Post-Approval: One-Time Exception

If a Mail Services Client utilizes a mail house permit without having secured prior approval from Bulk Mail Services and seeks reimbursement, the Mail Services Client 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 will be reviewed by the Director of MDDS and may be approved only under extraordinary circumstances. If approved, the Mail Services Clients CAO will be notified of the one-time exception and asked to: (1) Ensure the dissemination of Policy 310 to their department to avoid future exceptions; (2) Provide a valid recharge ID to enable assessment of the customary permit preparation fees on university Bulk Mailings; (3) Notify the vendor in writing of the UCLA policy not allowing for the use of mail house permits (invoicing of postage) on future orders.

Prior Approval: Ongoing Exemption

Prior approval for an ongoing exemption to Policy will 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. Requests for 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 exemption to Policy is granted it will be based on location of USPS Bulk Mail Entry Unit and for such departments requesting a USPS Permit, the named department shall:
 - a. Have sole responsibility for annual USPS Permit Fees.
 - b. Assign a person to be responsible for proper use of the USPS Permit and who will attest to the business use of postage (stamps).
 - c. Provide instruction to that person in the U.S. Postal Service (USPS) requirements associated with proper use of the USPS Permit.
 - d. Ensure that adequate monitoring and controls are in place including auditable records.
 - e. Audit costs that will be paid for by the department requesting the exemption.
 - f. Notify Mail Services if the location of the USPS Permit/USPS Bulk Mail Entry Unit changes as exemptions to Policy are location based.
3. Mail Services will notify and make available a list of current exemptions to Audit & Advisory, Purchasing, and Accounts Payable for appropriate follow-up as it pertains to ongoing fiscal controls and compliance.

Procedures for Outgoing Mail

All outgoing mail, including campus, U.S. and International, sent through UCLA Mail Services must follow the procedures below.

RESPONSIBILITY	ACTION
Mail Services Client	<p>Addresses envelope with complete destination and return address (for all mail), and department identification and special services (for mail going off campus) per Attachment D:</p> <ul style="list-style-type: none"> • Campus Mail • U.S. Mail • International Mail <p><u>Note:</u> 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.</p> <p>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.</p> <p>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, see attachment A for Mail Services locations and hours.</p> <p><u>Weight:</u> If mail exceeds 25 lbs., contact UCLA Messenger Service for special handling arrangements, see UCLA Procedure 310.5.</p> <p><u>Ineligible materials:</u> Boxes weighing more than 70 lbs are not eligible for mail service. These items are accepted by UCLA Receiving for private carriershipping.</p> <p>Monitors U.S. and International Mail to ensure that it pertains to University business. Places Recharge ID underneath the return address for chargeback. For high volume may wrap mail with coversheet indicating Recharge ID for the stack (rubberband to secure).</p>
Mail Services	<p>Collects mail that meets campus or USPS guidelines, performs necessary sorting and processing routines, and delivers it to:</p> <ul style="list-style-type: none"> • Campus departments—Campus Mail; • U.S. Postal Service—U.S. domestic and International Mail. <p>For U.S. Mail, if registered return receipt, or certified mail, returns receipt to department only if requested. For International Mail, this may depend on whether receiving country provides this service.</p> <p>Returns mail to department when Recharge ID is invalid, restricted or missing, or when return address is not an official University department and/or address (e.g., personal mail).</p> <p>Accumulates charges for production work performed, meter charges, permit charges and stamp sales. When available, provides documentation for charges when requested.</p> <p>Charges departments according to approved recharge rates and bills them at month end. Detail is provided on department Web site. Statements are sent out to sundry debtor accounts.</p>
Mail Services Client	<p>Consults with UCLA Mail Services regarding:</p> <p><u>Question/information:</u> Service, losses, claims, rates, fees, classification, schedules, regulations, USPS rates, international customs, wrapping, etc.</p> <p><u>Changes:</u> Designated location of stop, contact informatioand/or account numbers are modified.</p>

Examples of Addressing Campus, U.S., and International Mail**Example of Addressing Campus Mail**

UCLA	Campus Mail
<i>[Return Address]</i> Professor John J. Smith School of Engineering Electrical Engineering Room 2250 159410	
<i>[Addressee]</i> 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	Mr. Weyland D. Howard Northrop Research and Technology Center 3401 West Broadway Hawthorne, CA 90250
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*Use a white envelope for letters up to No. 10 size (4 1/8" x 9 1/2") or a manila envelope or securely wrapped package up to 70 lbs.

Example of Addressing International Mail

Robert L. Donnelly *International Mail*
University of California
Chancellor's Office
Box 951405
Los Angeles, CA 90095-1405
XX)) [*Authorized I.D. number*]

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

*Use a white envelope for letters up to No. 10 size (4 1/8" x 9 1/2 ") or a manila envelope. Mark "INTERNATIONAL MAIL" on outside of envelope or bundle and separate from domestic mail and campus mail.

Please check <http://www.USPS.gov> for current customs form requirements.

General customs form guidance for International Mail:

- Non-dutiable letters and large envelopes containing documents under 16 ounces generally do not need a customs form.
- All of the following international mail must have a customs form:
 - The item is a parcel: small or large box (First-Class Package International Service)
 - The item is a non-bendable large envelope (First-Class Package International Service)
 - Padded envelope (First-Class Package International Service)
 - Priority Mail International (All values)
 - Priority Mail Express International (All values)
 - All USPS customs forms must be prepared and submitted electronically online at <http://www.USPS.gov>
 - Attach a copy of the form to the outside of your large envelope or parcel