

Mail Services

Policy

Business Reply Mail

The University maintains a business reply mail account at the Hayward Post Office. Business reply mail facilitates correspondence back to the University without the sender having to pay postage. The Post office has very strict guidelines regarding the design of business reply mail materials. Prior to printing business reply mail envelopes or postcards, the particular department must verify that bar-code, permit number and all other requirements are met. Envelope markings are exclusive to CSUEB and they should not be altered or printed without prior approval. Incorrect design of this type of mail will result in higher fees, significant delays in mail returns and the possibility of mail being routed to the post office's dead letter file.

Note: Contact Mail Services, X3703, for specifications on printing of business reply mail.

Distribution Schedule

Current mail service on the campus includes the pick-up and delivery of both U.S. mail and inter-office mail once daily. Time of pick-up will vary depending on the location of your area along the route and the amount of mail which has to be processed before deliveries start. Ordinarily, mail delivery and pick-up routes begin at 10:00am. On Mondays, after three-day week-ends or holidays, the volume is substantially higher and the mail run may be delayed to accommodate the increased load.

Express Mail

Express Mail or other overnight service will be delivered to the department on the mail run or ASAP following its receipt. Please contact Receiving at 5-3703 if you are expecting an urgent package, please include the tracking number, if available.

Note: Only US Postal Express Mail can be delivered to post office boxes. Contact Mail Services for other options if you do not have a street address.

Overnight Mail Delivery

The University uses U.P.S. (United Parcel Service for overnight deliveries. Departments may obtain materials necessary to send overnight mail by contacting Mail Services. Bills of lading must be completely filled out including: return address and department name, account number to be charged, authorized signature, and delivery address in full, including zip code.

Note: Overnight mail must be in the mail room by 3:00 p.m., to ensure processing for the same day.

2-Day Priority Mail

2-Day Priority Mail is a cost effective alternative to overnight mail service. It is available through the US Post office and most other carriers. It is 95% effective to major metropolitan areas and it is especially useful when you cannot wait the delivery time required for first-class mail, but the item (s) does not absolutely require overnight delivery.

Note: There is no tracking capability when using this method via U.S.P.S.

Inter-Office Mail

Inter-office (on-campus) mail service is provided once daily at the same time U.S. mail is picked up and delivered. All sorting bins are cleared daily and delivered to the campus on the normal mail run beginning at 10 a.m.

The Contra Costa Center provides a daily courier between the Hayward campus and the Concord campus, with limited stops at both locations. Any mail picked up during the mail run or brought to Receiving before 11:00 a.m. will be assured of the same afternoon delivery to the Contra Costa Center. Please notify the mail room prior to the mail pick-up if you have mail which may need special attention.

Large size boxes or other similar items may be brought to Receiving for the Courier to pick up.

Lined and perforated messenger service envelopes (**State of California Form #117**) are used for inter-office mail. These envelopes are available from Mail Services and should be reused until all address sections have been used. The name of a person should only be used in conjunction with the departmental name. Without the departmental name, Mail Services must often open the envelope to determine the delivery point

NOTE: PLEASE REFRAIN FROM SENDING INTER-OFFICE MAIL IN REGULAR MAIL ENVELOPES

It is a good practice to attach small items to a sheet of paper to avoid the appearance of an "empty" envelope.

Please recycle all excess empty inter-office envelopes to Mail Services for reissue. Empty envelopes may be ordered through the Receiving Department (5-3703).

Trays or other containers are available at your mail drop point so that inter-office envelopes can be separated from other mail intended to be processed through the Post Office. Your cooperation in keeping it separate will help Mail Services process your mail and avoid unnecessary delays.

General announcements intended for all departments or all employees should be inserted into inter-office envelopes.

International Mail

Sending mail outside the United States is rarely as easy as placing a stamp on an envelope and placing it in the mailbox. The United States Postal Service (USPS) has rules for international mail universal to all carriers for letters and packages going to international destinations, which include customs declarations and weight restrictions

Customs

You must declare the value and contents of a package mailed to another country. Your local post office will help you fill out the correct customs form. The USPS requires all priority mail international packages, regardless of weight or the value of the contents, to have a customs form attached. The mailer must know which items are subject to customs duty.

The USPS states a customs form is not required on priority mail international flat rate envelopes and duty-free first class packages that weigh less than 16 oz. Most express mail international (EMI) shipments that weigh less than 16 oz. and only contain documents do not need a customs form.

Addressing

To address envelopes or packages to international destinations, write the full address in English with uppercase Roman letters and Arabic numerals. You should write the name of the recipient on the first line, the street address or post office box number on the second line and the name of the city and province, state and/or county and zip/postal code on the third line. The fourth line should have the full name of the country in English. The USPS prefers addresses with no more than five lines.

Packaging

The USPS states the sender is responsible for addressing packages or envelopes and placing them in strong packaging material. It recommends considering the types of materials and how far their destination is when packaging items to mail. In addition, it is a mailer's responsibility to make sure the item sent complies with international, domestic and a country's rules regarding what may be mailed.

Note: We currently use United Parcel Services as the preferred courier of international mail. Please follow the link below for further details.

<http://www.ups.com/media/en/UPSInternationalShippingHowToGuide.pdf>

Additional Information

New Faculty

When a new faculty member is appointed, the appointing department should inform the mail room, by e-mail to [Sylvester Donelson](#). Lack of such information could result in delayed delivery of mail or mail returned to sender.

Affiliated Organizations

Organizations affiliated with the University, but not funded through the State, may only use the University mail services with the permission of the Deputy Vice President of Finance.

Mail processed for affiliated organizations will be billed for the actual postage used plus a 25% surcharge for handling out-going mail. No charge will be assessed for processing in-coming mail. Mail service for affiliated organizations must be legitimate University related business.

Materials of a commercial, for-profit or non-University promotional nature shall not qualify even if sponsored by affiliated organizations, except for approved fund raisers to support University programs. Should a piece of mail, opened for identification purposes, be ineligible for mailing, the material will be referred to the appropriate administrator for disposition.

Stamps

The mail room maintains a stock of First Class one ounce postage stamps for use by University offices for after hour's mailings. These are not to be used for any purpose other than approved campus mailings. Submit a request by email to [Sylvester Donelson](#).

Suspicious Mail (see Procedures) [link to Procedures](#)

Various Carriers (see Resources) [link to Resources](#)