

## **Postal Services TIGER MAIL**

### **FACULTY/STAFF GUIDE**

#### **Introduction:**

This brochure is designed to acquaint Jackson State users with Postal Services procedures and services. These guidelines and procedures will help assure that all mail is delivered quickly and at the least possible expense. While the procedures presented here will answer most questions that may arise concerning mail services, further information may be obtained by calling Postal Services at 601-979-2031.

Postal Services is located in the Jacob L. Reddix Campus Union on the first floor. Window service hours are from 9:00 a.m. to 12:30 p.m., and from 1:30 p.m. to 3:00 p.m., Monday through Friday. However, postal personnel are available from 8:00 a.m. to 5:00 p.m., Monday through Friday, to facilitate your other postal needs. Holiday Schedules will be posted in the cashier's window.

We strive to ensure that there are no interruptions within that vital communication link—your mail. If you have questions or concerns feel free to contact me by calling 601-979-2031.

Postal Manager

#### **Mail Distribution:**

Postal Services sorts and distributes incoming and campus mail Monday through Friday to over 4,000 mail boxes. Dispatches of mail are received at 8:30 a.m. This mail is sorted by box number. The sorting and distribution process is usually completed by 12:00 noon.

#### **Pick-up of Departmental Mail:**

Persons responsible for mail pickup for departments or individuals must have the combination for the box. For security reasons, Postal Services personnel cannot give mail to individuals, open boxes, or give combinations without written authorization from the department head, secretary or designated individual. If an individual has the combination and has difficulty opening the box, a postal employee will give assistance.

#### **Use of Box Numbers on Campus Mail:**

Each mailing office is asked to use appropriate box numbers when sending campus mail to the University Post Office for distribution. If a faculty or staff member does not have a private box, the box number of their department should be used. Mail not addressed by box number may be returned to the mailing office for proper addressing.

### **Mail Processing and Collection Schedule:**

Mail will be collected from the mail drop box, in the lobby of the Jacob L. Reddix campus union, at 8:00 a.m. and 3:00 p.m.

Mail received in Postal Services between 8:00 a.m. and 3:00 p.m., Monday through Friday, will be processed for pickup by the U.S. Postal Services at 4:00 p.m. Mail received after 3:30 p.m. on Fridays will be processed for pickup on the following Monday. Mail submitted in large quantities (600 or more pieces) will be processed within the above schedule on a daily basis to the extent possible. Departments such as Financial Services, Admissions, Records, Alumni Affairs, President's Office and Financial Aid, that engage in bulk mailings should notify Postal Services at least three days in advance to ensure that the mailing will be processed in a timely manner.

### **Meter Mail Requisition Forms:**

In no instance will meter mail be accepted without a meter mail requisition form. These forms are available at [www.jsums.edu/auxenterprises/postalservices](http://www.jsums.edu/auxenterprises/postalservices) and are also available from the University Strategic Sourcing Services (USSS) website. All forms submitted to Postal Services **must be completed**. **Incomplete forms**, especially the omission of the **departmental account number**, will result in the mailing being returned to the department.

### **Preparation of Meter Mail:**

The following should be observed when submitting Meter mail for processing:

1. Separate Meter Mail accordingly;
  - a. Domestic – (within the United States)
  - b. International – (to any foreign country)
2. Secure in bundles with rubber bands or place in trays which may be obtained in Postal Services.
3. **ONLY ONE METER MAIL REQUISTION** is needed for a single mailing. It is not necessary to send a requisition for each separation.
4. Arrange all mail with return address in upper left-hand corner.
5. Mail to be sealed in Postal Services must have all flaps up.
6. **NO REQUISITION IS NEEDED FOR CAMPUS MAIL**. All campus mail and outgoing (stamped) mail must be separated from meter mail.

7. Items requiring special handling such as **EXPRESS, PRIORITY MAIL, INSURED, CERTIFIED, REGISTERED, OR DELIVERY CONFIRMATION**, must have the required forms completed. After the item has been metered, Postal Services will postmark the receipt, and it will be returned to the department.

#### **Utilizing Permit # 290 and # 938**

**All offices and departments utilizing the University's Permit #290 or #938 on their mailings will be required to follow these procedures:**

1. Inform **Postal Services** at least **one week** prior to the **proposed mailing date** of any Permit Mail. This will ensure that sufficient funds are deposited in the **Permit Account** to cover the cost of the mailing.
2. The mailing office will be required to bring the mailing to **Postal Services**. If the mail meets the specifications of **Permit Mail, P.S. Form 3602** will be completed, and the mail processed.
3. Each office will be charged by Postal Services for actual postage.

If there are additional questions or concerns not addressed, you may contact Postal Services by calling 601-979-2031.

#### **Change of Address/Mail Forwarding:**

How can I help my mail arrive at my new address as quickly as possible?

At least 30 days before you move, notify everyone who sends you mail of your new address and the date of your move. Many bills and statements have an area for making an address change notification. Make sure you use a complete address. A complete address is defined as an address that contains all necessary address elements, **house number, street name, city, state and zip code**. For further assistance go to [www.usps.com](http://www.usps.com) click on change of address and complete the information. You may also go to cards, letters and flyers to stay in touch with family and friends for a nominal fee.

Postal Services (TIGER MAIL) will forward mail for the individual box holder for a period of **90 days**.