

Table of Contents

Introduction-----	2
General Information-----	2
Mail Classes (quick view) -----	3
Address and Return Address Content and Format-----	4
Receiving Mail-----	4
Outgoing Mail-----	4
Drop Boxes and Locations for Mail Pick UP-----	5
International Mail/Packages-----	6
Personal Mail/Packages-----	6
Faculty On Leave of Absence-----	7
Misdirected Mail-----	7
On Campus Distributions-----	7
Campus Envelopes-----	7
Letters, Flats, Post Cards, Boxes and Padded Envelopes -----	8
Sealing Envelopes-----	8
Delivery Addresses-----	9
Standard (Bulk) Mail-----	9-10
Freight-----	11
Central Stores-----	11
Financial Issues-----	11
Student Mail -----	12

INTRODUCTION

This general information guide of policies and procedures for St. Mary's College of Maryland mail service has been prepared to help you obtain the most efficient and cost effective use of the services available. Included in this manual are descriptions of all of our services, procedures and your responsibilities. This is intended to be a manual of basic requirements. Failure to comply with the guidelines of this manual could result in delays and added expenses. Let us know your needs **in advance** if you require special services, have a large mailing coming up, or are sending or receiving something out of the ordinary. If you have specific questions, problems, or suggestions, please call Central Receiving 240-895-3102 (x3102)

Mail is received, sorted, and delivered Monday through Friday in a normal work week.

GENERAL INFORMATION

Hours of Operation: 8:00 am – 5:00 pm Mon-Fri

Location: Physical Plant
Central Receiving

Telephone: 240-895-3102 *on campus* 3102

Supervisor: Raketia Williams
240-895-3233
rswilliams@smcm.edu

Telephone numbers you may need:

St. Mary's City Post Office	301-862-2665	
Express Mail	1-800-222-1811	www.usps.gov/cttgate
Federal Express	1-800-463-3339	www.fedex.com
UPS	1-800-742-5877	www.ups.com
For Zip Codes		http://www.usps.gov/ncsc/welcome1.htm

The following chart should be used as a quick service guide only.

Mail Classes

CLASSES	TYPE OF MAIL	DELIVERY TIME		
Express Mail	Any mailable matter up to ½ lb	Overnight (Most areas)		
Priority Mail	Any mailable matter up to 1lb	1-3 days (no guarantees)		
First- Class	Any mailable matter	1-5 days (no guarantees)		
Package Services				
Parcel Post	Packages merchandise printed matter (nothing personal). More than 16oz.	4 to 7 days (no guarantees)		
Bound Printed Matter	Printed matter (books) must be minimum of 1lb but less than 10lb	4 to 7 days (no guarantees)		
Media	Printed matter (no advertising)	4 to 7 days (no guarantees)		
Library	From one library to another	4 to 7 days (no guarantees)		
Standard (formerly bulk mail)	200 pieces, same thing	4 days at each post office		
Standard Automated (formerly bulk mail)	200 pieces, same thing	1 to 7 days		
Foreign Mail	Anything overseas	No guarantees		

ADDRESS AND RETURN ADDRESS CONTENT AND FORMAT

The U.S. Postal Service now depends on automated equipment to sort the majority of letter mail. This equipment attempts to read addresses; therefore, customers are asked to prepare mail that is typewritten in high quality print.

The U.S. Postal Service prefers that all characters be capitalized and that all punctuation be omitted. There should be at least two (but no more than five) full character spaces between city, state, and zip code.

Mail must contain an accurate and complete address in order to be efficiently processed and delivered. **Each piece of outgoing mail must include the proper return address, with the appropriate department name.**

Example:

DEPARTMENT
ST. MARY'S COLLEGE OF MARYLAND
18952 E. FISHER ROAD
ST. MARY'S CITY, MD 20686

JOHN DOE
1313 MAIN ST
ST. MARY'S CITY, MD 20686

Receiving Mail

In order to receive your mail without delays please use the following format.

**YOUR NAME
YOUR DEPARTMENT
ST. MARY'S COLLEGE OF MARYLAND
18952 E. FISHER ROAD
ST. MARY'S CITY, MD 20686**

Note: Library, Campus Store and Food Service should use 16800 Point Lookout Road address for package deliveries such as UPS, FEDEX, etc.

OUTGOING MAIL/PACKAGES

All outgoing mail with the exception of bulk mail and packages leave the campus by 4:00 P.M. daily.

UPS picks up and delivers packages by 10:00a.m. daily. FedEx picks up and delivers packages by 2:00 p.m. each day

First class mail in regular #10 white envelopes may be left unsealed with the flaps overlapping. The postage machine will automatically seal the envelopes as the postage is affixed.

Any outgoing mail that does not require metered postage must be sealed and separated from mail that is to be metered.

According to U.S. Postal Service Regulations, letters and postcards smaller than 3 1/2" x 5" cannot be accepted for mailing.

DROP BOXES AND LOCATIONS FOR MAIL PICKUP

Drop boxes and drop-off points are located in the following buildings: This is normally the route.

Somerset (ARC)	Front desk
DPC	Career Services
Schaefer Hall	Room 234
Montgomery Hall	Room 45 –Division Office
Health Center	Front desk
Financial Aid	Front desk
Admissions	Kitchen area
Cobb House	Human Resources front desk
Public Safety	Front desk
Boathouse	Waterfront – office
White House	Front entrance desk
Kent Hall	Room 214 – Division office
Calvert Hall	President– Room 114
Calvert Hall	Vice Presidents – Room 113
Calvert Hall	Development – Room 109
Calvert Hall	Provost – Room 104
Calvert Hall	Facilities – Room 103
Calvert Hall	Dean of Student Affairs – Room 102
Calvert Hall	Public Relations – Room 101
Rectory	Kitchen/Copy room
Margaret Brent	Copy room
Anne Arundel Hall	Human Development – Room 108
Anne Arundel Hall	Res. Life - Room 102
Anne Arundel Hall	Registrar – Room 101
Anne Arundel Hall	Academic Services – 100
Anne Arundel Hall	PIO – Old bookstore
LTR	Front desk
Library	Circulation Desk
Library	Room 225
Campus Center	Bookstore
Campus Center	Student Activities – Room 143
Campus Center	Food Service – second floor behind upper deck

Mail is received from the St. Mary's Post Office by 11:30 AM. There may be times that mail is received later therefore Campus Pick Up and Delivery may vary. We appreciate your cooperation should this occur.

INTERNATIONAL MAIL/PACKAGES

International mail and packages must be properly wrapped or contained in an envelope or box and must be sealed on all four sides. Do not use staples in the packaging. Airmail envelopes are encouraged because they are enhanced and are easily separated from other outgoing mail.

Most items can be mailed to foreign countries, though there are certain restrictions. It is therefore, of the utmost importance that you contact Central Receiving to determine the proper classification and documentation that may be required for customs declarations. If regulations are not followed and documentation is not exact, the item will be impounded by customs until the addressee makes arrangements for clearance and the payment of whatever duties are required for the release of the item. Any item over 1lb. must have a declaration form (customs #CN 22) filled out by the sender. Any item over 4lb. must have the declaration form (2976-A). This must be hand delivered by the sender or by Central Receiving to the U.S. Post Office. These customs forms are available to you from Central Receiving or the Post Office.

Addresses in Russian, Greek, Arabic, Hebrew, Cyrillic, Japanese, or Chinese characters must bear an interline translation in English of the names of the post office and country of destination. If the English translation is not known, the foreign language words must be spelled in Roman characters.

The bottom line of the address must show only the country name, in English, written in full (no abbreviations) and in capital letters.

Postal codes must clearly be on any outgoing international mail. For assistance with codes, visit: <http://www.usps.com/global/addressingintlmail.htm>

When shipping documents or small packages overseas, we encourage you to use FedEx online shipping services. For more details on how to ship international using FedEx online, please see the Power Point presentation located at Campus Share Drive/Mailroom/International Shipment Presentation. Any international shipment that is received without the proper documentation or accompanying customs forms that may be needed will be returned to the sender without being processed.

PERSONAL MAIL

Personal mail is any mail not directly related to the operation of the College. As a courtesy to faculty and staff, Central Receiving will, during our regularly scheduled mail pick up, take your personal mail to the St. Mary's Post Office if it is sealed and has the **proper postage affixed**. Deposit your personal mail in an outgoing basket bundled separately from College mail. Central Receiving is not equipped to handle personal packages and boxes, therefore we recommend that individuals use the U.S. Postal Service. Central Receiving nor the College will accept any responsibility or liability for handling.

Central Receiving cannot apply metered postage to personal mail. Cash for postage will not be accepted, and personal mail will not be posed using the College postal meter or franked envelopes.

PERSONAL PACKAGES

Faculty and staff may use the College address for receiving personal packages. When a personal package is received, Central Receiving will attempt to notify the faculty or staff member. Personal parcels will not be delivered by Central Receiving, but may be picked up weekdays between the hours of 8 AM – 5PM. Central Receiving would appreciate prompt pick up.

FACULTY ON LEAVE OF ABSENCE

Central Receiving will forward First Class official college correspondence to faculty who are on a leave of absence. The College will not forward personal mail. Faculty should make their own arrangements with the post office to forward all personal mail.

MISDIRECTED MAIL

If at any time, you receive mail that is not yours, please follow these procedures for redirecting it.

- If you receive someone else's mail, check the address. If the address is not yours, place the letter back in the mail. If the address is the same as yours, provide a correct address or make a note on the letter so that it is not returned to you again.
- If you receive someone else's paycheck or pay stub, please call Central Receiving, so that we can correct the situation quickly.
- If a person is no longer at your address and is still on campus, please forward the mail to the correct department and notify Central Receiving of the change.

ON-CAMPUS DISTRIBUTIONS

- On-campus distributions do not have to be addressed individually.

Unsigned communications, want ad-type notices, political material, and personal promotional material will not be accepted for distribution. No communications from off-campus or non-chartered student organizations will be accepted. Please make distributions at least half page or bigger. All distributions must be facing the same way and banded or boxed for easy handling.

CAMPUS ENVELOPES

These are envelopes used repeatedly for in-house or internal mailing. Please use caution when using them; an error in the addressing could delay proper delivery. Take care that all previous markings on both sides of the envelope have been completely crossed out or blackened out. The addressee is always to appear on the next available line.

- Do not make your own envelopes.
- #10 white envelopes can be used once when you stamp or print "CAMPUS MAIL" boldly on the front. We request using a one-line format since more than one line can be mistaken for U.S. Mail.
- Please do not hoard campus envelopes. You can always obtain more by calling Central Receiving. To return them, simply put a rubber band around them with a note telling us to re-use, and put them in your mail.
- Campus envelopes should be addressed using name and department only. Consult the Employee Telephone Directory for Departmental listings. Please do not use abbreviations when addressing on-campus mail.

Letters

Letters are the most common type of mail. Dimensions of letters are as follows:

	Minimum	Maximum
Height	3 1/2"	6 1/8"
Length	5"	11 1/2"
Thickness	0.007"	1/4"

When using window envelopes, make sure that the letter fits snugly in the envelope so that the address appears in the window and does not slip out of it. Do not use staples to prevent the letter from slipping. If an enclosure slips, use an envelope without a window.

Flats

Flats are another type of envelope that the U.S. Postal Service handles. Flats are taller, longer, and can be thicker than letters. They also cost more to send than letters do. Any envelope not considered a letter or a post card should be considered a flat. The U.S. Post Office will not accept items under 3 1/2 X 5. **All flats must be sealed.**

Post Cards

Post cards are another type of "envelope" that the U.S. Postal Service handles. They are the least expensive form of mail. Dimensions of are as follows:

	Minimum	Maximum
Height	3 1/2"	5"
Length	5"	6"
Thickness	0.007"	0.007"

Boxes and Padded Envelopes

Items, such as bottle caps and pens cannot be mailed as letters, flats, or postcards they must be sent in boxes or padded envelopes. Trying to mail these items in regular envelopes is dangerous because they can jam and damage machines.

SEALING ENVELOPES

First Class Mail in regular #10 white envelopes can be left unsealed with the flaps overlapping. The postage machine automatically seals the envelopes when the postage is affixed. The sender must seal larger envelopes. All mail with postage already affixed must be sealed.

DELIVERY ADDRESSES

Addresses are the locations to which the mail will be delivered. Every address must therefore contain: recipient name, department name, street address, city, state, and zip code.

Addresses should be printed neatly in the center (both vertical and horizontal) of the envelope. The U.S. Postal Service now depends on automated equipment to sort the majority of letter mail received from SMCM. Computers attempt to read the address on letter mail, so members of the SMCM community are asked to provide addresses that can be read and processed by this equipment. High quality print, all capital letters, and a complete address are necessary for efficient delivery. The following is an example of an address:

**YOUR NAME
YOUR DEPARTMENT
ST. MARY'S COLLEGE OF MD
18952 E. FISHER ROAD
ST. MARY'S CITY, MD 20686**

STANDARD (BULK) MAIL

A standard mailing requires a minimum of 200 pieces. All pieces in a bulk mailing must be of uniform size and weight. Test and layout must be approved by the Office of Publications by submitting "Approval for Distribution or Mailing" form. This form is web-based and can be found at www.smcm.edu/publications. Central Receiving will not accept bulk mailings without the form completed.

The USPS developed the Coding Accuracy Support System (CASS) Certification to ensure address accuracy. CASS certification will flag typing errors, incorrect addresses and will automatically update our mailing list to the USPS National Change of Address (NCOA) data base, negating the need to print an Address Change Service (ACS) request on each mail pieces. Please check with Central Receiving before printing any ancillary service request on the mail pieces.

To receive CASS certification, sending departments will need to run their address lists through the "Mailers +4 software program at least every two months. This program will clean out any undeliverable addresses from mailing lists. Training on using the "Mailers +4" program will be provided by LTR.

Check-List for Bulk Mailings

The following is a list of items that must be included with your bulk mailing and preparation steps that must be completed before your bulk mailing can be sent to the mail room:

Steps before labels are generated:

____ Before labels can be created a sampling of 10 pieces must be weighed, measured for size and measured for thickness – this information will be relayed to the person generating the labels (the mail room or the St. Mary's post office can weigh them for you)

____ A sample of the mailing must be given to the label maker before labels can be generated

____ The mailing must also go through the College editing process (Anne Arundel 222C or 222E) and have a signed mail authorization form, available online at: <http://www.smcm.edu/publications/mailing.cfm>

Steps for putting mailing together:

- Paper work will be supplied by the individual creating the labels and will consist of:
 - 1) Qualifying Report
 - 2) CASS Summary Report
 - 3) Postage Statement
 - 4) Tray Tags
- Review the qualifying report to see the exact number of trays needed to complete the job – the post office or mail room have trays available for use
- Pieces of mail will have to be sorted in the exact number of trays as specified by the Qualifying Report
- A tray tag will be placed in the front of the tray for the exact grouping that goes in the tray
- If the amount of the mailing is small and does not fill the tray, bound the pieces with a rubber band
- Make sure the name of the organization doing the mailing is not on the Postage Statement (ex. Athletics), write it in the square at the top right of the first sheet
- On the labels created, there should be a break in the pattern that is a blank line or a line that states, new tray starts here – this will tell you when a new tray is to be used
- When all trays are used, the ones that cannot be mailed as bulk (foreign and any others that do not have a bar code on the label at the end of the sheets), put this group in with your regular mail as first class – do not put with the whole mailing in the tray
- If you are sending a mailing that has the College “indicia” printed on the mailing (“non-profit status”), when you put your residual labels on the mailing, you must make sure the indicia is covered (ex. can be covered with a blank label)

Items to go with Mailing to Mail Room:

_____ All paperwork from label maker as stated above – exception is tray tags which should be placed on the individual trays

_____ Approval sheet for College Editing and a sample of the mailing

Mailings of Over 200 Items of Mail:

All mailings with more than 200 pieces must have their addresses presorted by the sending department. Please refer to “Qualified Mailings” in the USPS Quick Service Guide Publication. This publication is available at the local post office. Mail that is incorrectly labeled, packaged, or sequenced will be returned to sender for correction. Splitting mailings to avoid the approval requirements is not allowed and will result in delays.

Time Frame to Post Office

Please notify Central Receiving 48 hours in advance that a standard mail is forthcoming. Once Central Receiving receives the standard mailing request and related materials, it normally takes 1 to 2 working days for processing. ***Bulk mailings are processed on a first-come, first-served basis.*** You will need to allow a longer time frame so please plan ahead.

FREIGHT

Shipping:

When shipping large packages or equipment, please:

1. Make your shipping arrangements prior to bringing the consignment to Central Receiving.
2. Send Central Receiving copies of all shipping documents and bills of lading.
3. Make arrangements to properly crate, palletize, and otherwise prepare the consignment for shipping is the responsibility of the sending department, not Central Receiving.
4. Make sure the consignment is properly labeled, including any special handling or hazard tags.
5. When dropping items off at Central Receiving for shipping, be sure Central Receiving is apprised of the location and the expected pick-up date and time.

Receiving:

When large consignment is expected via truck, or other carrier, please:

1. Make sure Central Receiving is apprised of any special handling, live specimens, items that require refrigeration and any hazard concerns.
2. Pick up the consignment promptly, Central Receiving cannot store equipment more than (3) days without prior notification and agreement.
3. Supply Central Receiving with all pertinent documentation including PO or DP number.
4. The mailroom staff will inspect large deliveries for possible damage, if damage is suspected it should be noted on the delivery ticket. The mailroom will call the ordering department and make them aware that there may be possible damage. It is the responsibility of the ordering department to contact the shipping vendor to make them aware of the damages and to resolve all issues related to damaged shipments. The Mailroom staff will not be held responsible for damaged shipments.

Central Stores:

Delivery can take up to two working days for consumables, such as paper, envelopes, etc. Departments should complete a "Central Stores Form" requesting these consumables. Departments should keep at least a one-week supply. If you run out of paper before we can deliver it to you, picking it up from Central Receiving is permitted.

Financial Issues

The Physical Plant maintains separate postal accounts for large mailings and campus metered mail. Postage alone on large mailings can run thousands of dollars. To make sure there is adequate postage available for your mailing, please notify the Supervisor of Central Receiving at least three weeks notice of the projected mailing date. In the past, some mailings were delayed for several weeks after printing, awaiting funding for the mail. By informing us these delays can be avoided.

STUDENT MAIL/PACKAGES

Receiving Mail

Each resident student is assigned a post office box in the Campus Center. Mail should not be sent to the residence hall in which you reside. Mail should be addressed as follows:

Student's Name
CAMPUS CENTER MAILBOX NUMBER
16800 POINT LOOKOUT ROAD
ST. MARY'S CITY, MD 20686 -3000

Mail and parcels are delivered Monday – Saturday to the Campus Center. Mail will be delivered between the hours of 11:00 am – 1:00pm. There is no student mail delivery on holidays when the Post Office would be closed.

Receiving Packages

The Student package room is located in the Campus Center (CC146) and is open from 1pm – 8pm Monday – Thursday, and from 1-5 pm Friday, Saturday and Sunday. Students will be notified by email that they have received a package. Each student **MUST** have a picture ID (either student ID or driver's license) to claim their package. Unclaimed perishable packages will be returned to sender.

Mailbox Procedures

Students will be issued their individual box key by Student Activities Department upon completing the Mailbox Agreement Form during Student Orientation. Lost keys will be replaced at a cost of \$10.00.

All students departing from the campus should fill out the "Key Return" form also available from Student Activities. This form identifies if students have graduated, transferring or studying abroad. If the student is not returning to the campus, Student Activities will reassign that box to an incoming/new student. All mailbox keys should be returned to Student Activities prior to their departure. Student Activities will return the key to the student when they return to campus. Not returning your key could result to a \$25.00 fee.

St. Mary's City Post Office, adjacent to the campus, offers most U.S. postal services (stamp purchases, overnight delivery, etc.)

MAIL FORWARDING

When students leave the campus for winter break or during the summer, they are to fill out the "Mail Forwarding" form stating where they would like their mail forwarded. This form is available from Student Activities Department. Central Receiving will forward only first class student mail for a period of 60 days. Failure to complete this form will result that student mail will be forwarded to the permanent address that is on file at the Registrars Office. Please note that packages will not be forwarded. Packages containing perishable items will be returned to sender.

