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Introduction

This manual contains information regarding the policies, procedures, and practices for postal services at Ball State University.

Ball State Central Mailing was created to derive full benefit for Ball State from the U.S. Postal Services rates and to centralize the distribution of mail. Ball State Central Mailing offers a variety of mailing services to the university. Services rendered to you by the Central Mailing personnel will be improved through an understanding of these policies and procedures; it is for this reason that this manual has been prepared.

Because U.S. Postal regulations and rates change frequently, we have not listed postal regulations or rated in this manual.

DELIVERY OF MAIL

DELIVERY OF MAIL

- A. Generally all first class mail is delivered the next business day after it is received. Campus mail is delivered on the next available delivery, usually within one day.
- B. Most departments on campus receive mail pick-up and delivery once each day.
- C. Mail is sorted and delivered by **department**, not by individuals or buildings. All departments should inform their correspondents that the proper form of address should be:

Dr. John Buck Department of English **Ball State University** 2000 W. University Ave. Muncie, IN 47306 or

Mr. John Doe Office of the Controller **Ball State University**

2000 W. University Ave.

Muncie, IN 47306

Mail improperly addressed will be delayed and may be returned.

D. Delivery of mail is made to more than 200 locations every working day, and outgoing mail is also collected from all of these locations.

OUTGOING MAIL

OUTGOING MAIL

- A. All outgoing university mail should have a return address clearly placed in the upper left corner of the envelope.
- B. All outgoing university mail must have a department name either imprinted or handwritten in the upper left corner of the envelope near the return address. Make sure that the address is complete including the zip+four.
- C. Postal Services can seal regular envelopes when postage is to be affixed; however, they must be "flapped" (the envelope flaps opened out flat and the envelopes bundled on top of each other). All large (larger than 4 1/8" x 9 1/2") envelopes and extra thick envelopes must be sealed by the department.
- D. Make sure all outgoing mail has a complete address including a ZIP code. Also, make sure international mail has the name of the country clearly marked in English.
- E. Indicate the type of service required on the mail:

First Class - Mail that includes all matter wholly or partly in writing or typewriting, all actual and personal correspondence, all bills and statements of account, and all matter sealed or otherwise closed against inspection. Any mailable matter may be sent as First class mail.

<u>Periodicals</u> – Formerly called second-class mail; consists of magazines, newspaper, or other similar publications.

<u>Standard Mail (Bulk Mail)</u> – Bulk mail consists of 200 or more pieces that meet U.S. Postal regulations to be classified in the standard mail category. Central Mailing can provide advice as to whether a particular mailing qualifies for bulk mail discounts.

Overnight Mail – Central Mailing assists users in mailing overnight and 2nd-day express mail delivery via the U.S. Postal Service and several commercial vendors (Federal Express, UPS and DHL, etc.).

- F. All outgoing mail requiring postage should be separated from other mail and rubber banded together.
- G. For assistance with the above and other information about postal rates, service, and regulations, contact Central Mailing, Extension 8429.

RESIDENCE HALL MAIL

RESIDENCE HALL MAIL

- A. The U.S. Postal Service delivers mail addressed to residence halls directly to the area desks within the halls.
- B. Central Mailing delivers campus mail to the area desks in the halls.
- C. Policy and regulations governing student mail are the responsibility of Housing & Residence Life.

PROPER PREPARATION OF CAMPUS MAIL

PROPER PREPARATION OF CAMPUS MAIL

- A. Campus mail envelopes should be used for all campus mail. Campus mail envelopes allow Central Mailing personnel to easily identify the mailing, and because the envelopes are reusable they reduce costs.
- B. The address on campus mail should consist of the name of the department and, if applicable, the person to whom the communication is directed. Mail without a departmental designation may be delayed.

Sample address:

Dr. John Doe – English

٥r

Dr. Jane Doe – Business Affairs

Extremely long departmental names may be abbreviated. **Do not include** room numbers or building names on campus mail.

- C. Campus mail should be separated from other mail and tied or banded together.
- D. Campus mail need not be sealed.

AUTOMATION COMPATIBILITY

AUTOMATION COMPATIBILITY

- A. The United States Postal Service requires that certain mail pieces be of a standard dimension and that they be prepared in a manner that will permit the pieces to be handled by automated postal equipment. This requires the application of tabs to folded self-mailers and uniform placement of the address information on the mail pieces.
- B. Tabbing
 Tabs must not interfere with postage recognition, rate markings, return address information, or OCR Read Area.
 (See Appendix 3.)
- C. Dimensional Standards for Letter Size Mail. Letter size mail must be no smaller than 3 1/2" x 5" or larger than 11 1/2" x 6 1/8". (See Appendix 4 for chart showing dimensional standards)
- D. Address Placement on Mail Piece.
 The address should fall within an area 1/2" from each end, and no higher than 2 3/4" or lower than 5/8" from the bottom edge. (See Appendix 3.) Be sure to allow for the Barcode clear area.
- E. When working with your designers and printers be sure to specify the automation requirements for the work they do for you.
- F. Significant savings are possible for mailings that are prepared with machinereadable addresses and zip codes.

BUSINESS REPLY FORMAT

BUSINESS REPLY FORMAT

- Please have your business reply cards and envelopes printed to comply with the following specifications so that you receive the postal discount for each qualifying piece returned to you. The Post Office offers the discount because this business reply mail can be processed automatically on bar code sorting machines.
- When you have your business reply enveloped and cards printed, please keep in mind the size and the weight of the mail piece. There are different bar codes for post cards, 1-oz letters and oversize post cards, 2 oz letters, and oversize envelopes. The oversize envelopes do not qualify for the discount.
- COLOR CONTRAST: To enable the U.S. Postal Service machines to read the zip code and the bar code there must be a good contrast between the color of the mail piece and the color of the printing. If the bar code machine can not read your business reply mail, it will not qualify for the discount. The post office strongly recommends black print on a white background. University Marketing and Communications and Printing Services have the information you need for the least cost format.

SIZE AND WEIGHT STANDARDS:

POSTCARDS

Minimum Size 3 1/2" x 5" Maximum Size 6" x 4 1/4"

I-oz.LETTERS AND LARGER POST CARDS OVER 6"X 4 114" Minimum Size 3 1/2"x 5" Maximum Size 11 1/2"x 6 1/4"

LEn"ERS MUST NOT WEIGH MORE THAN I OZ. EACH

2-0Z.LETI'I!RS

Minimum Size 3 1/2" x 5"

Maximum Size 1 1/2" x 6 1/4"

LETTERS MUST NOT WEIGH MORE THAN 2-0Z. EACH

LARGER SIZE ENVELOPES, ENVELOPES THAT WEIGH MORE THAN 2 OZ.AND MAJUNG LABELS There is no discount for this type of Business reply mail.

THE FOLLOWING ARE SAMPLES ONLY AND CANNOT BE USED FOR REPRODUCTION PURPOSES.

SIZE AND WEIGHT STANDARDS:

POSTCARDS

Minimum Size 3 I/2" x 5" Maximum Size 6" x 4 I/4"



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY CARD FIRST CIASS PERMIT NO 3117 MUNCIEJNDIANA

POSTAGE WILL BE PAID BY ADDRESSEE

Department Name Ball State University Muncie IN 47306-9986



1-oz. LETTERS AND LARGER POST CARDS OVER 6" X 4 1/4"

Minimum Size 3 1/2" x 5"

Maximum Size 11 1/2" x 6 1/4"

LETTERS MUST NOT WEIGH MORE THAN 1 OZ. EACH



2-0Z. LETTERS

Minimum Size 3 I/2" x 5"

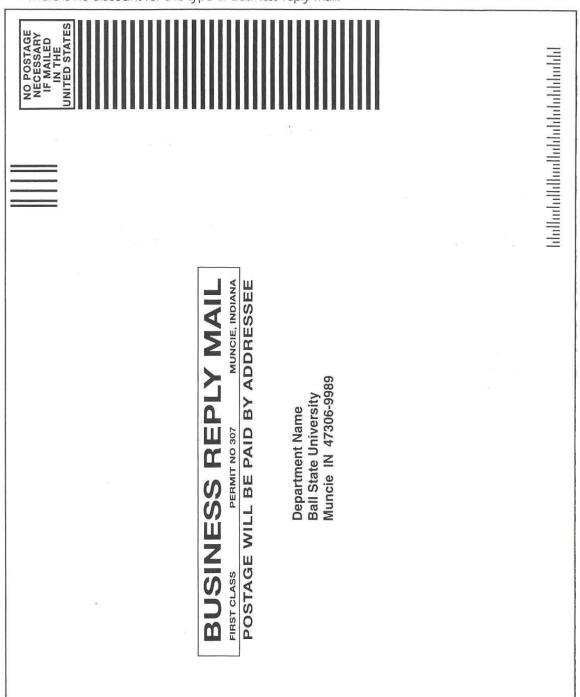
Maximum Size I I I/2" x 6 I/4"

LETTERS MUST NOT WEIGH MORE THAN 2-0Z. EACH



LARGER SIZE ENVELOPES, ENVELOPES THAT WEIGH MORE THAN 2 OZ. AND MAILING LABELS

There is no discount for this type of Business reply mail.



FORWARDING OF MAIL

FORWARDING OF MAIL

- A. Incoming mail will be delivered as addressed. The receiving department can determine if the mail should be forwarded.
- B. First Class mail can be forwarded free of charge. There is a charge to forward other classes of mail.

BULK MAIL

BULK MAIL

- A. The university maintains non-profit standard (bulk) and periodical class bulk mail permits with the U.S. Post Office. The bulk mailing permit allows certain materials to be mailed at a greatly reduced rate. A <u>Mailing Service Request</u> form must accompany all bulk mailings and requests for special services. Bulk mail cannot be processed without a <u>Mailing Service Request</u> form; these forms are available from Central Mailing website.
- B. To be mailed standard (bulk) rate under the university permit all pieces of the mailing must have an on-campus return address.
- C. Central Mailing guarantees that bulk mailings will be processed and delivered to the U.S. Post Office within 72 hours (3 business days) from receipt of <u>all</u> materials. In order to maintain this guarantee, Central Mailing may utilize commercial mail processing services.
- D. The bulk permits are for university business only; if they are used for other purposes the U.S. Postal Service could revoke the permits.
- E. The bulk permit may also be used for research carried out by a faculty member with departmental approval as long as the return address and other requirements are met.
- F. Bulk mail or large volumes of other mail must be boxed by the department. With advance notice Central Mailing can provide postal trays for large volumes of letter mail.
- G. When you have a large volume of outgoing mail please call Central Mailing (5-8429); this advance notice will enable us to make provision for the handling of your large mailing.
- H. Central Mailing does not have storage space for mailings to be held until a specific date.
- I. Ball State's Bulk Mailing department can not insert mail pieces into envelopes. If your bulk mailing is less than 1000 envelopes, we encourage you to insert the mail pieces into envelopes yourself. However, if this in not possible or if your bulk mailing is more than 1000 envelopes, we can assist you by outsourcing these bulk mail jobs to off-campus mail processing vendors. Your department will be charged for this service. Call 5-8549 for an estimate.
- J. If your bulk mailing job includes addressing envelopes and you are not using your own address list, please obtain permission from the address list (database) owner to send the address list to an off-campus mail processing vendor.

A large volume is any mailing that would require more than one trip from your office to the mail truck. Our mail routes are scheduled on the basis of one trip per pick-up point – any aberration in the schedule can cause problems at the sorting area and delay sending mail to the U.S. Post Office.

PERSONAL MAIL

PERSONAL MAIL

- A. As a courtesy to university faculty and staff, stamped personal mail is collected from the departments and delivered to the Muncie Post Office. Personal mail must have the correct postage affixed, be sealed and bundled with a rubber band separately from the departmental mail.
- B. Personal mail is also accepted by Central Mailing in our branch post office located in the Student Center. Stamps, registered mail, insured mail, express mail, and certified mail can be processed at the branch post office.
- C. Faculty/staff members are expected to receive their personal mail at their home addresses. This includes bills, magazines, sales catalogs, etc. Mail addressed to the university will be assumed to be university business.
- D. Personal mail cannot be billed to a departmental account. Mail that appears to be personal will be returned to the appropriate department head for clarification.

GENERAL POLICIES

GENERAL POLICIES

- A. Use of campus mail by outside organizations, companies, or individuals is prohibited.
- B. Campus mail may not be used to distribute political material in support of a candidate or an issue.
- C. The distribution of coupons, flyers, etc., to promote commercial operations or for the personal benefit of an employee is prohibited. Such material will be distributed only if postage has been paid and it has properly entered the U.S. Postal Services mail stream.
- D. In certain circumstances promotional material may be distributed to faculty and staff members as apart of a staff benefit program. These distributions must have the approval of the Executive Director of Human Resources or his/her designee.
- E. Departments may distribute material announcing a cultural, non-profit, or educational event as part of a reciprocal agreement with another school or institution for example, symphony concerts, artist lecture series, or continuing education opportunities. Approval for the distribution of such material must come from the appropriate Dean or the Provost.
- F. The use of campus mail for sending chain letters is strictly prohibited. All such material will be returned to the department heard or destroyed.

OTHER SERVICES/NOTES

OTHER SERVICES/NOTES

- A. Central Mailing offers stamps, money orders, envelopes and postcards for sale through the branch post office in the Student Center.
- B. When you have a large volume of campus or first class mail to be picked up call Central Mailing 5-8429 so that proper arrangements can be made. In this context "large" means any mailing that would necessitate more than on trip from your office to the mail truck.
- C. Overnight express <u>mail should be given to your mail carrier or it may be</u> brought to Central Mailing by the department. Central Mailing can also arrange a special pick-up for this type of material. If you anticipate frequent use of overnight express you may request special envelopes and labels from Central Mailing.
- D. The Central Stores area handles U.P.S. Ground and other package campus delivery services, and the department should make arrangements with the manager of Central Stores for this service.

MAILING SERVICES REQUEST FORM

MAILING SERVICES REQUEST FORM

To assist you with your mailing needs a form is available (see Appendix1). We require that all mailings other than regular outgoing office mail and campus mail be accompanied by this form.

The following is an explanation of the items on the form:

- 1. The date is the date you are completing the form. Á
- 2. The department name paying for the mailing.
- The account to be charged currently using FRS account numbers.
- 4. If you have a special mailing permit other than the university permits enter the permit number in the "Mailing Permit No. If Known" space.
- 5. The "Check Service Being Requested" area permits you to select the requested service.
- 6. "Type of paper" is the type and weight of the paper used on the mailpiece. This information should be available from the printer of the materials
- 7. Central Mailing does not have storage space to hold mailings.
- 8. The signature line should contain the name of person with the responsibility to authorize commitments against the account to be charged.
- 9. The "Person and Extension at which you can be Contacted" line requires an entry of the name and telephone number of the person signing the form.

This form is available on the Central Mail website.

Please contact us regarding any mailing need you have – we are happy to be of service!

Job	Number	

Central Mailing



Mailing Service Request

	Date
DEPARTMENT NAME	
ACCOUNT NUMBER	
MAILING PERMIT NO. IF KNOWN	<u></u>
SERVIC	CES BEING REQUESTED:
TYPE OF PAPER	ece. This information is usually available from the printer of the materials.)
1 BULK MAILING	QTY
2 INKJET ADDRESSES*	QTY
Please choose <u>one</u> option	
2a <u>Option One</u> : Do no can make correction	ot mail addresses with errors, return along with an error code listing so I ons.
2b <u>Option Two</u> : Mail th	he addresses with errors first class.
3 AUTOMATED ENVELOPE INSER	TS QTY,
	# OF PIECES IN EACH ENVELOPE
4 OTHER MAIL SERVICE; BRIEFLY	DESCRIBE:
	st: Phone:
Address list file type (ex. Microsoft Access, Mic	rosoft Excel, etc.)
encourage you to insert the mail pieces into the envelope	eces into envelopes. If your bulk mailing is less than 1000 envelopes, we so yourself. However, if this is not possible or if your bulk mailing is more than bulk mail jobs to off-campus mail processing vendors. Your department will be
Central Mailing does not have storage space to hold mail (3 business days) from receipt of all materials in Central I	ings. All mailings will be processed and mailed within 72 hours Mailing.
SIGNATURE OF PERSON AUTHORIZING THIS S	ERVICE
NAME AND PHONE OF CONTACT PERSON	
Return unused materials to: Bldg. Name	Room No.
(Please print or type)	
DO NOT	WRITE BELOW THIS LINE
DATE MAIL SERVICES REQUEST RECEIVED IN	CENTRAL MAILING
DATE MAILPIECE MATERIAL RECEIVED IN	CENTRAL MAILING
DATE ADDRESS LIST RECEIVED IN	CENTRAL MAILING
DATE SERVIC	E COMPLETED
ESTIMATED COST OF MAILING	

Form: B-330 Rev. 1/07

SEALING-FOLDING-TABBING

MINIMUM REQUIREMENTS



Tabs -2 (1 inch from edge) Fold - top or bottom Tabs -1 (Middle of piece) Sheet - Multiple or Single Fold - Bottom 20 lbs. basis weight

SIMPLE SPINE BOOKLETS

Maximum weight—3 ounces

Maximum height—6 inches

Maximum length—9.5 inches unless noted

Cover paper weight—80-pound paper unless noted: see Exhibit 3.2

EXIIIDIL O



Cover:

5" to 9" long at least 50-pound paper

Over 9" up to 10.5" at least 60pound paper

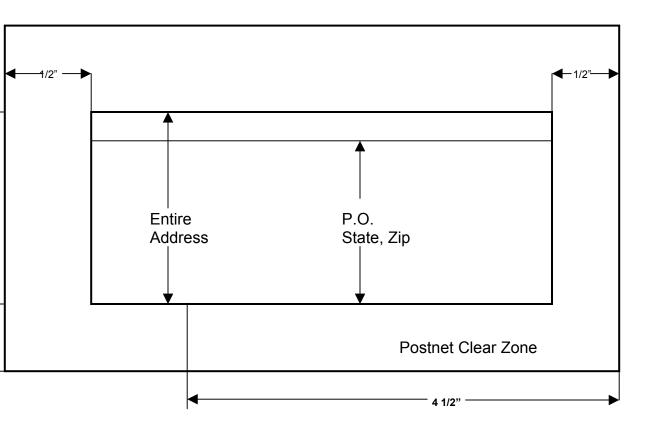
The front cover may be up to a maximum of 0.25" shorter than pages and rear cover.

Nonperforated 1.5" tabs.

Place one tab on the leading and trailing edges within 1" from the top; position one tab on the lower leading edge 0.5" from the bottom.

Appendix 3

OCR READ AREA



Dimensional Standards for Letter-size Mail

Every mailpiece is assigned to one of the mail processing categories listed below based on the physical dimensions of the piece. Please acknowledge that the dimension standards are that of the United States Postal Services.

