

Mail Room Policies

I. Internal or inter-office mail:

A. Inter-office Envelopes

These are envelopes used repeatedly for in-house or internal mailings. When using interoffice envelopes, make sure all previous markings have been crossed out to insure proper handling and direction to the intended recipient. The addressee is always to appear on the last line. Inter-office envelopes should not be used for student mail; they are not returned to the mailroom; therefore, they are not able to be used again. Before reordering inter-office envelopes from WB Mason, check with Kristine Nolan, ext. 4022 or email nolank@franklinpierce.edu, in the Processing Center for used envelopes.

B. Letterhead Envelopes

These envelopes should not be used for inter-office mail. They are too costly, often get mistakenly stamped as out-going mail, and unlike inter-office envelopes, cannot be recycled.

C. Billing Cards

All mail must be presorted, bundled into the following categories, and accompanied by the proper billing card assigned to your department (please attach with elastics):

Red: outgoing mail which needs to be stamped.

Blue: overseas

Orange: FedEx

Extra billing cards are available by calling Kristine Nolan, ext. 4022 or email nolank@franklinpierce.edu,

D. University Mail Scheduled Delivery and Pick-up

Mail arrives from the Rindge Post Office between 9:00 – 9:45 am.

Incoming mail is sorted by department between 9:15 am and 10:00 am.

Outgoing mail is collected while delivering departmental mail and is processed for delivery to the Rindge Post Office between 12:00 pm and 2:30 pm.

E. Mail Bags

All inter-office and postal mail must be placed in mail bags for pickup by 10:00 am. Red and blue mail bags will be used to drop off and pick up mail.

II. US Postal Service Mail:

A. Address

All mail needs a delivery address and a return address. You will get the best service if you:

Print clearly the address parallel to the longest side of the envelope or package. Do not use commas or periods.

Use two letter state abbreviations (see Exhibit 1). Use zip code or Zip plus four codes.

B. Envelopes

The size of the envelope should accommodate the contents. There are two categories of envelopes for use in the U.S. Postal system: letter size and flats. Letters and flats are rated differently by the U.S. Postal Service. To insure the best rate, contact Kristine Nolan, ext. 4022 or email nolank@franklinpiercedu, in the Processing Center for size and rates before preparing the mail piece.

Letter size envelopes must be rectangular in shape for automated processing by U.S. Postal Service.

Flat size are envelopes larger than the maximum letter size, but no larger than 15" long by 12" high.

Minimum size for any letters/postcards is 3.5" x 5"

C. Various Classes of Mail

Maximum thickness for automated processing is 1/4 ". Mail that does not meet this automated processing size will be charged at a higher rate. Plain white manila envelopes may be used for all classes of mail. Padded envelopes contain a cushioned lining to provide a degree of safety for mailing small and fragile merchandise.

1. First Class Mail

Post cards, letters, large envelopes (flats) and small packages can be sent using first class mail. Ideal for personal correspondence, handwritten or type written letters, bills or statements of accounts. Also, may be used for advertisements and lightweight merchandise. First Class mail pieces are based on both the shape and weight of the item. When preparing a mailing of 200 or more pieces of postcards, letters or flats please contact Kristine Nolan, ext. 4022 or email nolank@franklinpiercedu, she will help to advise you on the most cost-effective ways to process the mailing.

Mailings that will be processed as a non-profit mailing will require a completion of a mail request form (see exhibit 2).

2. Priority Mail

All first-class mail exceeding 13 ounces and not exceeding 70 pounds is considered priority mail. Use priority mail when 2 to 3-day service is desired. International mail can now be sent priority although the delivery times may vary by country. All priority mail has tracking numbers and \$50.00 insurance included for free. Priority mail prices are based on weight, shape and destination although flat rate boxes are available at rates based on size. What will fit in the box will go for the set rate. International flat rates also vary by country. Certain items are classed as hazardous, either aerosols, varnishes, and liquids which cannot be sent priority mail. You can verify whether it can be mailed through the U.S. Postal Mail by contacting Kristine Nolan, ext. 4022 or email nolank@franklinpiercedu, in the Processing Center.

When using priority mail, we recommend use of priority envelopes and boxes which are available at the Processing Center. This is not guaranteed two-day service.

3. Media Mail

Restricted to books, sound recordings, recorded video tapes, printed music and recorded computer readable media (ex. CDs, DVDs, & diskettes). Media mail cannot contain letters or advertising except for individual announcements of books.

Maximum weight is 70 lbs.

4. Package Service

The University uses FedEx Ground or FedEx Express services for packages. Call the Processing Center for information and necessary forms. If the package is small, it can be included

with the outgoing departmental mail with shipping instructions. Large packages call Kristine Nolan, ext. 4022 or email nolank@franklinpiercedu, to arrange a pickup.

5. Certified Mail

Certified mail service is available only for first class or priority mail. Certified mail is a more secure service which requires the recipient's signature. You may obtain labels and green return receipt cards from the Processing Center by contacting Kristine Nolan, ext. 4022 or email nolank@franklinpiercedu, for assistance.

6. Registered Mail

Registered mail is the most secure mail the U.S. Postal Service offers. Items you send with registered mail are placed under tight security from the point of mailing to the point of delivery and insured up to \$25,000 against loss or damage. Contact Kristine Nolan, ext. 4022 or email nolank@franklinpiercedu,

7. Insured Mail

You may obtain payment for domestic mail and international mail that has been lost, re-filed or damaged by having it insured. You may purchase insurance up to \$5000.00. Contact the Processing Center for information on rates and which class of mail is appropriate.

8. Return Receipts

A return receipt is your proof of delivery. It is available for insured pieces over \$200.00, certified mail, registered mail, priority mail, and express mail shipments. The return receipt identifies the article number, the person who signed for it, and the date it was delivered. There is an additional fee for this service.

9. USPS Tracking and Signature Confirmation

Two ways to verify delivery of your item through the Post Office. USPS Tracking and Signature Confirmation will give you the date, Zip code and time your article was delivered. Signature Confirmation gives you the added benefit of requiring a signature from the person who accepts your package. The receipt has a number which can be used to track the package on the United States Postal Service web page: <http://www.usps.com>. These are not available for international or mail to an APO. Any questions on these services Delivery Confirmation or Signature Confirmation please contact Kristine Nolan, ext. 4022 or email nolank@franklinpiercedu,

10. International Mail

Letterheads and Flats may be shipped to foreign countries. However, if you are shipping books &/or packages the sender will need to go to the following link <https://www.usps.com/international/customs-forms.htm> and fill out the appropriate form. All international mail requires a customs form.

11. Business Reply

All business reply postage and handling charges are billed back to the departments. Business reply mail service enables mailers to receive first class mail by paying postage only on the mail that is returned. The Processing Center guarantees payment of the appropriate first-class postage plus handling charges. Contact Kristine Nolan, ext. 4022 or email nolank@franklinpiercedu, for assistance.

12. Bulk Mail/Large Mailings

If your department is planning a large mailing of over 200 pieces please contact Kristine Nolan, ext. 4022 or email nolank@franklinpiercedu, she will help to advise you on the most cost-effective ways to process the mailing.

D. Express Mail

The Purchasing department has contracted with FedEx Express to be our main over-night carrier. This service will allow staff and faculty to send packages out for next day delivery until 1:00 pm.

To order supplies or arrange for special pickups, contact Kristine Nolan, ext. 4022 or email nolank@franklinpiercedu,

III. Campus Center Post Office:

Purpose: Franklin Pierce University Post Office serves as the central location for students to receive mail and packages.

A. Hours of Operation

1. The Campus Post Office, located in the Campus Center, is open from 8:30am to 4:30pm, Monday through Friday for students to pick up mail and packages.
2. Postage stamps can be purchased through the campus Bookstore where you can use your Raven Card, cash, or credit card to pay for your purchases.
3. Hours are subject to change and will be announced via RavenNation or TW@P/RavenFlash notifications.
4. Student mailbox keys are to be picked up from the campus post office in the fall and returned to the campus post office prior leaving campus in May. Failure to return mailbox keys each year will result in a replacement charge.
5. To reach the Campus Post Office, call Roxanne Monteverde at ext. 4002 or email: monteverder@franklinpierce.edu.

B. Student mail must be addressed as follows:

Student Name

40 University Drive

FPU# XXXX (Where X is the student mailbox number)

Rindge, NH 03461

1. Student Pickup/Delivery

- Student mail that is not addressed as above may not be delivered. It is essential that all student mail be addressed with the FPU# in order to reach campus.
- Student Mail and packages are picked up at the Rindge Post Office between 9:00 am and 10:00am. Incoming student mail is batch sorted at the Processing Center. FedEx and UPS packages are usually delivered by 11:00am to the Campus Post Office. The mail is then fine sorted into student boxes between 11:00am and to 12:30pm for pick up by students.
- Packages are logged in our tracking system and email notifications are sent to students from nolank@franklinpierce.edu when packages are ready for pick up.

2. Clubs

- Clubs wanting to place mail in student's boxes must have approval from their advisor and do so between the hours of 2:00 pm and 4:00 pm.