



General Services:  
Mail Services Department

**01. Introduction**

The Mail Services User Manual was developed to provide information about Mail Services policies and procedures. It also lists all the available services to the University, such as UPS, TNT, DHL, and the United States Postal Service. This manual will also assist you in preparing outgoing mail and parcels by providing detailed instructions on tracing, international shipments, forwarding mail, "return to sender" mail, etc.

**02. University Mail Services Department Locations and Contact In**

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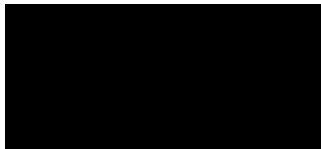


General Services:  
Mail Services Department

**Incoming Specials:**



General Services:  
Mail Services Department



**05. Interoffice Mail**

All interoffice mail received in the morning is sorted and processed for 48 hours delivery.

Intercampus mail received in the afternoon is processed for 48 hours delivery.

**\*\*Please Note:** In an effort to reduce expenses, please return to Mail Services all extra interoffice envelopes that have accumulated in your office. This will allow for a redistribution of these envelopes to departments in need of them. All interoffice envelopes should be empty and banded, marked emptied and included with your regular mail pickup by Mail Services Staff.

**Interoffice Mail Preparation:**

Please cross out the previous addressee.

In a clear box, write the name, department and campus of the new addressee (See Example Below):

Name: John Doe  
Department: Department of ABC  
Campus: Briarcliff Campus

Do not use the interoffice envelope for addresses outside of the University.

**06. Automated Chargeback System**

Every month the total postage charge backs for each department are posted to the University's Financial System (BANNER).

If a department would like to see their detailed postage charge back, they can contact the Mail Service department in their area.

New York City Campuses:  
Victor Maisonet  
(914) 346-1608

White Plains Campuses:  
Michael Petrizzo  
(914) 422-4086

Pleasantville/Briarcliff Campuses:  
Thomas Saladino  
(914) 773-3865



General Services:  
Mail Services Department

**07.**



**08. US Postal Service**

**Mail Services, Postage Increase News Alert!!!**

**Please note: New Postage Rate Starting Monday January 23 2012!**

On Monday January 23, 2012, the United States Postal Service will impose an increase in shipping costs across all services offered. Over most classes of service, this rate increase will affect shipping by raising prices by \$0.01 per piece. Please click the link below for additional information in regards to the new shipping rates. This link is also a valuable reference for those who are planning large mailings and/or mailing budgets for their areas. If you have any questions or concerns regarding these new rates, please feel free to contact your campus Mail Services

## 10. Returns

### Information Regarding Returns:

It is the responsibility of your department to properly process returns.

### How to Process a "Return to Sender":

**U.S. Postal Service:** If you receive mail for an individual who has left University employment, you need to do the following:

- Use a dark felt tip pen and cross out all barcodes on the mail piece.
- Cross out the Pace address, but leave the name of the individual clear.
- Put the mail piece in the "out box" separately for mail pick-up.

When this mail piece is processed properly, it will inform the originator of the mail piece that the individual is no longer at Pace University and should stop sending other correspondence.

### UPS:

Should you receive a package for an individual that is no longer with the University, return the package immediately to the Mail Center. Any delay in getting the package to us could result in the University paying for the return of the package. Clearly mark the package "Return to Sender."

**All other Services:** The same procedure as UPS.

Mail Services will attempt to intercept as many "Return to Sender" mail pieces as possible.

### HOW TO PROCESS A RETURN:

**U.S. Postal Service:** Should your department receive a package that was not ordered or is damaged, you need to do the following:

- Use the same procedure as a "RETURN TO SENDER."
- If it is an order from a vendor, contact the vendor so you will receive a "credit memo."
- The vendor will inform you how to ship the package back to them.
- Put a note on the box, so Mail Services personnel know how to process the package.

**UPS/Federal Express:** Should you receive a package that you did not order or one that is damaged, you need to do the following:

- Contact the vendor immediately; they will process your credit memo and issue a "call tag." (Shipping & Receiving Boxes/Freight)
- Place a note on the package saying, "**HOLD FOR CALL TAG.**"
- Call the Mail Services supervisor to inform him or her of the return, so he or she can intercept the package upon arrival at Mail Services.

**\*\*\*It is very important to process the return as soon as possible.  
Should there be a long delay, Pace University might have to pay to return the package.\*\*\***



## 11. United Parcel Service (UPS)

**\*\* Please Note: UPS Does Not Deliver to Post Office Boxes\*\***

**UPS CampusShip:** This is preferred domestic shipping method currently in use by Pace University. With this service, all UPS express shipping can be done at the office of the shipper. For additional information on UPS CampusShip or to set up an account, please contact your campus Mail Services Supervisor.

**UPS Ground Service:** This is the basic UPS service. Transit times are three to five days nationwide. If the address is within 100 miles of the New York Metropolitan area, transit time can be 24 hours. UPS ground service generally deals with boxes. The processing of this service must be done by your campus Mail Services department. This is a traceable service.

**UPS Express Service:**

**UPS 2nd Day Air:** This is a traceable two day air service.

**UPS Next Day Air:** This is a traceable next day service.

**Delivery Confirmation Request:** If you need a written confirmation that your package arrived this would be the service to request.

**Insurance:**

All UPS packages are automatically insured up to \$100 at no charge. Should you need more than \$100 insurance on a package, please tape a note on the box requesting the amount of insurance required. Mail Services will need to make a special entry at their location.

**Tracing a UPS Package:**

Should you need to trace a UPS package, you must provide the following information to Mail Services:

Addressee's name and/or company name.

Addressee's zip code number.

Date Mail Services picked up package from your office.

**Placing a Claim for a Lost/Stolen/Damaged UPS Package:**

Should you need to place a claim against UPS, you must have the following information:

**Proof of Delivery:** UPS must provide a wr(ov)-.996 (o )Td [(P)3.996 (lac)-6.n (o (y)30 (ou)3.996 l8T / (o (y)30



General Services:  
Mail Services Department

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General Services:  
Mail Services Department

**17. Document Services Supply List**



General Services:  
Mail Services Department

5061	Envelope White #10 Window -PL	500/Box
5063	Envelope White #10 Window -1 WP	500/Box
5065	Envelope White #10 Window -78 WP	500/Box
5070	Envelope White 6" X 9.5" - NY	50/Pack
5073	Envelope White 6" X 9.5" - PL	50/Pack
5074	Envelope White 6" X 9.5" - 1 WP	50/Pack



General Services:  
Mail Services Department

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