

Shipping, Receiving, and Mail Services Procedure	Procedure Number	5.1.3P
	Effective Date	November 21, 2014

1.0 PURPOSE

The functions of Mail Services include receiving, processing, and delivering incoming, outgoing, and interoffice mail, equipment, and parcels via the U.S. Postal Service, small package and expedited service carriers, and/or truck. The department also operates the warehouse where College paper and forms are stored and distributed.

2.0 REVISION HISTORY

Adopted on: 12/15/89
 Revised on: 11/21/14

3.0 PERSONS AFFECTED

This procedure applies to all students, faculty, staff, administrators and other entities affiliated with Laramie County Community College.

4.0 DEFINITIONS

- A. *Bulk Mail* – A mailing that consists of 225 pieces or more, with standard mail indicia (markings on a mail piece showing that postage has been paid by the sender).
- B. *Certified Mail* – Uninsured, first-class mail, requiring proof of delivery (United States Postal Service).
- C. *C.O.D. or Cash or Collect on Delivery* – A shipping fee is collected at the time of delivery. C.O.D. shipments cannot be accepted by Mail Services.
- D. *Flat* – Large envelope, newspaper, or magazine 6 1/8 inches high or 11 1/2 inches long or 1/4 inch thick, but no more than 12 inches high x 15 inches long x 3/4 inch thick.
- E. *FedEx (Federal Express)* – Logistics company specializing in Next Day Air, Second Day Air, Ground, Home Delivery (residential deliveries only), and freight.
- F. *First Class* – Anythingailable: bills, invoices, personal correspondence, merchandise. First Class letter maximum weight – 3.5 ounces; First Class package maximum weight: 13 ounces.
- G. *Freight* – Shipments that are transported by plane, ship, train, or truck. A freight company will deliver the package if it is too large or heavy for UPS, FedEx, or the USPS to accept for carriage (usually 150 pounds or greater).
- H. *Indicia* – Postal markings imprinted on mail or on labels to be affixed to mail.
- I. *L.P.O. (Limited Purchase Order)* – A document used for purchases totaling less than \$2,500.
- J. *Next Day Shipping* – A service offered by UPS and FedEx that guarantees delivery to the recipient by the next business day.
- K. *P-Card* – A purchase card (credit card) used for purchases by an approved individual for materials only.
- L. *P.O. (Purchase Order)* – A document used for purchases over \$2,500 and contracted services. A Purchase Order must have written approval from the appropriate administrator and Purchasing Department.
- M. *Package on "Hold"* – A package retained by Mail Services, because the proper documents (LPO/PO) have not been received.

- N. *Paper Supplies* – All the paper supplies (reams of paper) stored in the warehouse. Mail Services will deliver paper supplies upon request by email.
- O. *Parcel* – In the U.S. Postal Service, non-preferential mail consisting of packages and parcels weighing one pound or more, and sent at the fourth-class rate. All small packages shipped via UPS and FedEx are also considered parcels.
- P. *Postage Meter* – A machine that detects the weight of a package or letter and places the correct postage on a label or the mail piece directly.
- Q. *Return Receipt* – A postal service document confirming the arrival of a message or parcel at its intended destination. Recipients sign for the item, and the receipt is mailed back to the origin shipper/customer.
- R. *Saturday Delivery (UPS)* – For time-critical shipments, UPS and FedEx offer the convenience of Saturday delivery.
- S. *Scale* – A machine used to weigh packages and letters.
- T. *Second Day Air* – A service offered by UPS and FedEx that guarantees delivery to the recipient by the end of the second business day.
- U. *Third Day Shipping* – A service offered by UPS and FedEx that guarantees delivery to the recipient by the end of the third business day.
- V. *UPS (United Parcel Service)* – A logistics company specializing in Next Day Air, 2nd Day Air, Ground, etc.
- W. *USPS – United States Postal Service*

5.0 PROCEDURES

A. Mail

- 1) Incoming U.S. mail is received daily (other than federal and LCCC holidays and the annual employee picnic), Monday through Friday, usually before noon. It is then sorted and delivered along with interoffice mail (also known as campus mail) that was picked up the previous day. Outgoing and interoffice mail are picked up when mail is being delivered to the campus. Mail is delivered to the USPS every day, no later than one hour prior to the end of the day. *Note: If mail is not ready for pickup at the time of delivery, it may still be processed the same day by delivering it to Mail Services no later than one hour prior to the end of the day.*
- 2) Mail must be carefully addressed. The sender must have a name or department included in the return address on all outgoing mail. Outgoing mail between 50-500 pieces may be sealed by Mail Services with prior notification. No staples, paper clips, or other objects are to be used in the upper right hand corner, as these items may cause damage to the postage machine. Furthermore, envelopes with clasps must also have tape covering the clasp to prevent postage machine damage.
- 3) LCCC letterhead envelopes **shall not** be used for campus mail. **Bright florescent green** envelopes will be provided by Mail Services for all campus mail that is to be placed in envelopes. All **Residence Hall** mail should also be placed in bright fluorescent green envelopes to save postage and time.

B. Official LCCC Parcels and Packages

LCCC parcels and packages are received each day from freight and small package delivery companies such as FedEx and UPS. These packages will be delivered to the campus using the following procedures:

- 1) Packages and cargo will be checked for damage prior to acceptance. If damaged, the package will either be refused or all damage annotated on the reverse of the shipping document or packing slip and signed by both the carrier's agent and Mail Services.

- 2) Undamaged and properly annotated damaged packages and cargo are then checked-in using the packing slip and LPO/PO to verify receipt of the proper item and quantity. Packages purchased with a P-card are received and not opened. Verification of contents is the responsibility of the purchaser.
- 3) Packages are scanned and processed through Mail Services' software program, which creates a yellow sticker denoting recipient information. A yellow sticker is attached to the item and placed in a bin, according to the campus section it is to be delivered to. Packages/cargo will be delivered by Mail Services and a signature will be obtained whenever possible. If a signature is not possible, the package may be left in an office's designated package area.
- 4) The shipping document/packing slip is then attached to the LPO/PO, stamped and signed by mail room personnel. Then it is sent to the Accounting Office for payment.
- 5) Parcels or packages to be shipped will be delivered to, or with adequate advance notice, picked up by, Mail Services.
- 6) If a damaged LPO/PO item is received, recipients should immediately contact Mail Services for instructions. If a damaged P-Card item is received, the recipient should directly contact the company where the order was placed.
- 7) LCCC official outbound FedEx, UPS, and USPS shipments must be in the Mail Services office no later than 2 p.m. for same day shipment.
- 8) To insure prompt delivery, orders should include the name of the person ordering the merchandise (point of contact) and the purchase order number.
- 9) When expecting packages that are **personal, free, do not require an LPO/PO (awards, certificates, trophies, etc.)**, or packages that should not be opened (**testing materials, etc.**), employees should send an email to Mail Services' organizational email box (mailroom@lccc.wy.edu) notifying them.
- 10) A valid street address (physical address) must be used for all FedEx and UPS shipments. The USPS is the only entity that will accept a P.O. Box address.
- 11) Customers shipping packages that contain return items must have a completed Return Authorization Form accompany the shipment. The customer shipping the package is responsible for completing the form.
- 12) Mail Services personnel will not use mechanical or motorized equipment to load items on/into non-LCCC owned vehicles.
- 13) Each use of LCCC Shipper's accounts by parties outside of Mail Services must be approved by the Mail Services Supervisor, Physical Plant Assistant Director, or the Physical Plant Director prior to use.

C. Bulk Mail Procedures

- 1) All bulk mailings must be at least 225 pieces.
- 2) Bulk mail design and color must be approved through coordination with the Graphic Design Division of Public Relations and Mail Services. This will ensure designs are within postal regulations and preclude design changes after bulk mail has been initially printed.
- 3) A bulk mail job must have the exact same information inside and outside of the envelope (if applicable) or on the post card. The recipient's address is the only allowable change.
- 4) Departments must give Mail Services a ten calendar day notice prior to tendering bulk mail to allow adequate time for processing.
- 5) All mailing lists must be completed on an Excel spreadsheet or comma delimited text file.
- 6) All mailing lists shall include the following information: Company, Name (point of contact), Address, City, State, and Zip Code.
- 7) Any folding or tabbing must be completed by the department requesting the mailing.
- 8) Every bulk mail item must have the bulk mail indicia at the upper right hand corner.

D. Personal Mail and Package Procedures

As a service to College employees, Mail Services will serve as a **drop-off point** for personal mail and parcels when the following procedures are followed:

1) Letters

- a. Sender is to affix all postage to personal mail.
- b. Mail Services does not sell stamps and will not process personal letters through the College mailing machine.
- c. Mail Services will not process personal certified letters or personal items requiring a return receipt.
- d. Letters to be sent **must be received** by Mail Services **no later than 2 p.m.**, if the letter is to be sent out the same day.

2) Parcels and Packages


- a. Parcels or packages to be shipped via FedEx, UPS, or USPS **must be received** by Mail Services **no later than 2 p.m.** if the item is to be sent out the same day. Please note that Mail Services is unable to ship personal DHL packages.
- b. Parcels and packages to be shipped will be delivered to Mail Services boxed, taped, addressed, and ready to go. The sender's personal address must be shown as the return address. *Note: When necessary, the personal package may be weighed by Mail Services, but the customer must complete package processing online, using the customer's personal account on the customer's computer. LCCC's Mail Services and warehouse equipment and supplies shall not be used for this purpose.*
- c. Mail Services will not process personal parcels or packages through the College's FedEx, UPS, or USPS accounts.

E. Paper Supplies and Envelopes

All paper supplies and envelopes will be delivered to Campus offices by Mail Services. Departments must contact Mail Services by email when supplies are needed, and they will be delivered as soon as possible. Supplies that are stored in the warehouse and will be delivered by Mail Services include:

8.5 x 11 White Paper	8.5 x 14 White Paper
8.5 x 11 Colored Paper (Blue, Yellow, Canary, Green, Orchid, Pink, Gray, Buff, and Salmon)	#10 Window Envelopes
#10 Logo Envelopes	Interoffice Envelopes
#9 Business Reply Envelopes	#10 Printed Bulk Mail Envelopes
10 x 13 Envelopes	Letterhead 2nd Page
Letterhead with Logo	Travel Expense Forms
Note cards (blank) with Logo	Mileage Reimbursements
Time Sheets	Travel Request Forms
Campus Maps	Leave of Absence Forms
Mailing Labels	Duplicating Forms

Mail Services has extremely limited packaging supplies and is generally able to support LCCC's official packaging requirements on a limited basis. Items such as envelopes, tape, boxes and packing material may not always be available.

REQUIRED APPROVALS	NAME/SIGNATURE	DATE
Originator(s) (Name(s))	David McVay, Shipping/Receiving, Mail Service and Warehouse Supervisor	10/28/14
Approval by President's Cabinet		11/11/14
Ratified by College Council	Chad Marley, College Council Co-chair	11/21/14
Approval by President (Signature)		11/21/14