

TO OUR MAIL SERVICES CUSTOMERS

The University of Texas Health Science Center at San Antonio Mail Services is a division of The Department of General Services.

MISSION

- To support the overall mission of the University of Texas Health Science Center at San Antonio.
- To process and deliver campus and United States mail.
- To provide cost efficient postal services to support University activities, while conforming to U.S. Postal regulations.

RESPONSIBILITIES

Mail Services, a division of General Services, is responsible for the acceptance and distribution of U.S. Mail arriving at the Health Science Center. Mail Services insures intra-campus mail is collected sorted then routed to its designated destination.

This Mail Services Guide has been prepared as a source of basic information for you to obtain the best available mail services with regard to efficiency and economics.

It briefly touches on topics such as addresses, enclosures, envelopes, inter-departmental mail, U.S. mail classifications, specialized delivery services and other information basic to your everyday needs. We hope that the Guide will be a useful desk companion for you.

The more we know about your needs and concerns, the better we can fulfill them. Let us know your needs **IN ADVANCE**, whether it is a special service you need, a large mailing coming up, or if you are sending or receiving something out of the ordinary.

Should you have specific questions regarding "mailing", we urge you to call us at Mail Services, extension 567-5992.

Visit our home page www.uthscsa.edu HOME PAGE-CLICK ON "SITE INDEX"-SELECT "G" GENERAL SERVICES.

GENERAL SERVICES PRINCIPLES

- | | | |
|-----|----------------------|------------------------------------------------------------------------------------------------|
| 1) | Quality | Committed to customer satisfaction. Do it right the first time. |
| 2) | Timeliness | Responsive to the needs of our clients. |
| 3) | Communication | Listen, understand and share information openly and honestly. |
| 4) | Trust | People can, and will, do the right thing, given the opportunity. |
| 5) | Accountability | We take responsibility for our actions, or the lack thereof. |
| 6) | Teamwork | Work together, recognizing and utilizing individual strengths, to attain our common goals. |
| 7) | Leadership | We expect the best from each other. Leaders are inspiring, decisive, and provide direction. |
| 8) | Recognition | We earn recognition by doing our best and share this recognition throughout the organization. |
| 9) | Continuing Education | On-going education is a process that supports our ability to perform and contribute. |
| 10) | Commitment | Committed to the belief that we will succeed. As long as we continue to try, we will not fail. |

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MAIL SERVICES GENERAL INFORMATION

A. HOURS OF OPERATION

The Mail Services office is open from 8:00 a.m. to 5:00 p.m. each workday. To reach the supervisor or the Mail Services staff, call ext.7-5992; if you are off campus dial 567-5992. We are located in Room #1.285T in the Dental School.

B. STAFF AND THEIR JOB ASSIGNMENTS

ASSIGNED AREAS	RESPONSIBLE INDIVIDUAL	PHONE EXT #567+
Bulk Mail	David Reina	5992
Business Reply Mail	Adrian Carrizales	5992
Certified/Registered Mail	Edward DeLeon	5992
Express Mail	Edward DeLeon	5992
I.D.T. Inquiries	Edward DeLeon	5992
Internal Deliveries	David Reina	5992
Internal Distribution	David Reina	5992
International Mail	Adrian Carrizales	5992
Mail to Remote Locations	David Reina	5992
Overnight or 2nd Day Couriers	Edward DeLeon	5992
Package Preparation	Central Receiving	5998
Parcels	Adrian Carrizales	5992
Receiving (Motor Freight)	Central Receiving	5998
Shipping (Motor Freight)	Central Receiving	5998
United Parcel Services	Adrian Carrizales	5992
U. S. Postal Service Mail	David Reina	5992

C. SCHEDULED DELIVERY AND PICK UP TIMES

The following mail schedule is available Monday through Friday:

Internal Mail delivery/pick up (Time of Departure from the Mail Service) 1:00 p.m.

Certified, Registered & the Express Mail 3:30 p.m. cutoff

Other Couriers/Next or Second Day:

DHL 4:00 p.m. cutoff
(Contact Central Receiving @ ext. 7-5998)

United Parcel Service4:00 p.m. cutoff
(Contact the Mail Service @ ext. 7-5992)

Federal Express4:30 p.m. cutoff
(Contact Central Receiving @ ext. 7-5998)

REGULAR U.S. MAIL

Outgoing mail collected during the day is processed for delivery to the U.S. Post Office as it is received by Mail Services. The U.S. Post Office collects our mail at 4:40 p.m. To receive prompt service, please try to meet these dispatch times.

SERVICE TO OUR REMOTE SITES

APPROXIMATE TIMES

Allied Health Building.....	1:00 p.m.
Ashford Oaks Building.....	2:00 p.m.
Bluff Creek Towers	2:00 p.m.
Cancer Therapy & Research Center (CTRC).....	8:30 a.m.
Forensic Science Building.....	1:00 p.m.
Greatview Bldg (Mon-Wed-Fri)	10:00 a.m.
Greehey Children's Cancer Research Institute.....	1:00 p.m.
Institute of Biotechnology.....	1:00 p.m.
Medical Arts & Research Center (MARC)	1:00 p.m.
McDermott Clinical Science Building.....	1:00 p.m.
Northwest Center (Tues & Fri).....	10:00 a.m.
Pyramid Plaza	1:00 p.m.
University Hospital	1:00 p.m.
University Hospital Downtown	8:30 a.m.
University Plaza Building (UPG)	1:00 p.m.
UT Medicine (ASB)	9:00 a.m.
Veterans Administration Hospital	9:30 a.m.

(See Exhibit 7 in the back of this guide)

Note: If you miss the cutoff time(s), your material will be sent out the next business day.

D. MAIL FOR NEW FACULTY AND STAFF

It is the responsibility of each department to notify Mail Services when new faculty members will be joining their staff. This will help expedite mail service to the faculty members.

It is important that new faculty/staff member's names are entered into PeopleSoft as soon as possible. This provides us an accurate department location tool when utilizing the Faculty/Staff online directory and also speeds up mail delivery.

E. MAIL FORWARDING

Each department is responsible for forwarding mail to any previously transferred or terminated faculty or staff members.

F. RECYCLING STYROFOAM MAILERS

Only non-radioactive and non-hazardous Styrofoam mailers will be picked up by Mail Services. For pick-up of large quantities, contact Mail Services prior to placement in main distribution area.

G. INTER-DEPARTMENTAL TRANSFER

Mail Services prepares the inter-departmental transfer (IT) on a monthly basis. The IT is the method of billing each department for services provided and is categorized as follows:

- United States Postal Service Charges
- Presort Charges
- Postage Due Charges
- Stamp, Postcard & Prepaid Envelope Requisitions
- Bulk Mail Charges
- United Parcel Service Charges
- Business Reply Charges

The Project/Grant ID charged for the above services is the initial account number authorized by each department's administrative office, unless otherwise specified on the shipping request, stamp requisition, or by authorized memorandum attached to specified groups of outgoing mail.

H. PERSONAL MAIL AND/OR PACKAGES

The Mail Services office is intended to be used for Health Science Center activities and should not be used for personal purposes or for group activities which have as their only relation to the University the fact that a member of the group is also a faculty or staff member. Processing of personal mail and/or packages constitutes unauthorized use of State employees. Unidentifiable packages arriving via Mail Services are forwarded to Central Receiving to be opened and checked for packing list, **Purchase Order** number, damage, etc. It can result in embarrassment to have personal items viewed by persons other than the one intended. Addressee upon notification of arrival should pick up personal packages in Mail Services.

CAMPUS OR INTER-DEPARTMENTAL MAIL

CAMPUS MAIL IS FOR OFFICIAL BUSINESS ONLY AND
SHOULD NOT BE USED FOR ANY PURPOSES OTHER THAN OFFICIAL BUSINESS.

Only registered faculty or staff organizations are permitted to use the campus mail. Use of the campus mail by a faculty or staff organization should be for a public purpose related to the educational mission of the University. Use of the campus mail should comply with all applicable federal and state laws and regulations and with the Rules and Regulations of the Board of Regents of The University of Texas System. Specifically, it is recommended that campus mail not be used:

- a. For solicitation of new members to an existing organization;
- b. To mail newsletters or other bulk mailing which are customarily mailed from state or national organization;
- c. To advertise or endorse commercial products or services or for other private gain purposes;
- d. For partisan political purposes; or
- e. For religious purposes.

Campus mail consists of loose or enveloped correspondence for delivery to the addressee. To provide proper delivery, internal mail requires a **department name, full name of addressee and a departmental mail code.** Include the exact mail code for V. A. Hospital, (See Exhibit 7 in the back of this guide) and building name for serviced remote site.

STUDENT MAIL

All student mail is handled by mailing services and is distributed into the student mail boxes each morning. Mail for students must include the students name, school student is currently enrolled in, i.e.: MS, DS, NS or AH/DH, AH/PT, AH/CLS, AH/RC, AH/OT and a mail box number. Student mail boxes must be checked on a regular and/or timely basis. When the mail box becomes overly stuffed the mail box will no longer receive any additional handouts or class distributions including class handouts, grades, notices etc.

A. ADDRESSING

Single Sheet (non-confidential) Correspondence

Single sheet, (non-confidential) correspondence need not be inserted into inter-office envelopes. Simply address it at the top of the front page indicating the **department name** and the full name of addressee.

Plain Envelopes (See Exhibit 1 in the back of this guide)

When addressing inter-departmental mail on white envelopes, a two-line format is preferred. We request you avoid addressing horizontally since such mail can be mistaken for U. S. Mail. Address parallel to short side of the envelope to avoid such confusion. This will enable us to identify the envelope as inter-campus.

Inter-Departmental Envelopes (See Exhibit 2 in the back of this guide)

These are envelopes used repeatedly for in-house or internal mailings. When using Inter-Departmental envelopes, make sure all previous markings have been marked out to ensure proper handling and direction to the intended recipient. You must provide an official department name, departmental mail code and a contact person name. The addressee should always appear on the last line. Do not address between previous markings. These envelopes will not be forwarded to the U.S. Mail system. Inter-Departmental envelopes can be used for mail to other remote locations. For a list of locations serviced on a daily basis, see delivery schedule. Please reference Department Name, Building, or VAH Mail Code (see Exhibit 7 in the back of this guide), and Addressee name.

Internal Parcels

The addressing of parcels and packages for internal distribution is the same. Use department name, exact mail code for V.A. Hospital or Building name for approved remote sites, and full name of addressee.

Change of Address

A change of your internal location must be acted upon promptly. As soon as you learn of your new location, send a memo to the Mail Services supervisor. Indicate the new and old mail location and the telephone number. This will serve as an interim employee locator memo until the permanent change is entered into People Soft by the new department. Please be reminded it is ultimately the responsibility of the department to forward any mail to their transferred/relocated employees.

B. ENCLOSURES

Confidential correspondence:

Confidential mail should be labeled CONFIDENTIAL. This insures only the addressee will open the correspondence.

Multiple Page Items

Multiple page memos, letters, magazines, books, reprints, etc., should be inserted into inter-departmental envelopes to facilitate handling. This will prevent single page correspondence or small pieces of mail from becoming trapped between the pages of multiple page items.

Non-Mailable Items

Items such as metal pieces, glass parts, product samples, chemicals, etc., cannot be mailed in envelopes. They require special packaging before mailing or shipping. Mail Services or Central Receiving will be able to determine the most appropriate handling method.

C. ENVELOPES

Appropriate Size and Strength

Enclosures will determine the appropriate envelope to be used meaning the envelope will be one of the right size and strength.

- a. The size should properly accommodate the insert(s). Excessively large envelopes will not keep the inserts firm. The inserts in such envelopes slide about, creating an imbalance of the envelope, risking ripping and loss of contents. A snug fit keeps the enclosure firm in the envelope providing for effective mail handling. The smaller the envelope the more you save when mailing through the USPS.
- b. Conversely, when an envelope is overstuffed it can burst at the seams upon impact with other mail. The result can be a total loss of the mailing.
- c. The strength of the envelope should be such to withstand the weight of its contents. If there is stress at the seams or sharp edges, the envelope is overloaded and it can burst or tear apart and possibly lose its contents.
- d. Various envelopes are available in General Stores, Ext. 7-5982.

D. MAILING LISTS

The preparation of addressee lists for distribution of information is the responsibility of the mailer. Address records prepared on disk computer media can be updated by the U.S. Postal Services to include correct numbered street address and zip code.

Contact Mail Services at extension 7-5992 for information.

U.S. POSTAL SERVICE MAIL

A. Mail Codes

We use the term Mail Code to identify a department internally for billing purposes. Each department and/or division has been assigned a Mail Code. Use your Mail Code as part of your return address for all external mail. It will speed your replies. It is recommended to use your Mail Code on business cards and your official HSC letterhead or stationery address.

All outgoing mail costs are charged to the departmental Project/Grant ID number, unless other instructions are received with your outgoing mail. (See Exhibit 8 in the back of this guide).

When requesting a departmental mail code please use the form provided in Exhibit 13 in the back of this guide. Use this form to notify mail services when your mail code is no longer needed. FYI: requesting a mail code does not insure mail delivery service to your new department/division. Per HOP manual; mail is delivered to one designated location per department.

B. ADDRESSING FOR SUCCESS

Specific Format (See exhibits below)

All mail needs a delivery address and should also have a return address, Zip Code and Mail Code. The following information is recommended in the sequence and position indicated for addressing:

DOMESTIC ADDRESS FORMAT

SENDER'S NAME

SENDER'S DEPT NAME (MAIL CODE)

SENDER'S ADDRESS

SENDER'S CITY, STATE & ZIP + 4

RECIPIENT'S NAME

RECIPIENT'S DEPT NAME

RECIPIENT'S ADDRESS

RECIPIENT'S CITY STATE & ZIP + 4

INTERNATIONAL ADDRESS FORMAT

SENDER'S NAME

SENDER'S DEPT NAME (MAIL CODE)

SENDER'S ADDRESS

SENDER'S CITY, STATE & ZIP + 4

RECIPIENT'S NAME

RECIPIENT'S ADDRESS

RECIPIENT'S PROVINCE/POSTAL CODE

COUNTRY NAME (SPELLED OUT IN ENGLISH)

NO ABBREVIATIONS

You will get the best possible service if you:

CAPITALIZE EVERYTHING IN THE ADDRESS

- **Use common abbreviations** (See Exhibit 5 in the back of this guide)
- **Eliminate all punctuation** (except the hyphen between ZIP Code and plus four)
- **Use 2-letter state abbreviation** (See Exhibit 4 in the back of this guide)
- **Use Mail Codes**

Make sure the place where you want the mail delivered appears on the line immediately above the city, state and zip code line; i.e.

123 W MAIN ST STE 400

Or

P O BOX 125

BUT NOT BOTH! ADDRESSES SHOULD NOT BE HANDWRITTEN.

Address Placement

Envelopes

Placement of the address on the face of an envelope should conform to USPS specifications as shown on Exhibit 3 in the back of the guide.

Labels

Labels for use on parcels, packages, or large envelopes must be addressed according to the recommended format in Exhibit 10 in the back of this guide. The address must be complete. Improperly prepared labels will be returned to you for correction and/or completion. Labels that are applied must be parallel to the bottom edge of the envelope to be processed by the U.S. Postal Service on automation equipment.

C. ENCLOSURES

Correspondence

Mail of any kind for transport by the U.S. Postal Service should be enclosed in an appropriate envelope or parcel and sealed. The types of enclosures determine the mailing classification.

Non-mailables

The following are samples of non-mailables in envelopes:

- Paper Clips
- Glass Chips
- Buttons
- Metal Pieces
- Black Binder Clips
- Pins or Pens

These will not only jam or damage the mailing machines, but can also cause serious injury to Mail Services employees. All foreign countries also impose various restrictions.

In addition, the following are also classified as non-mailables and may be returned to sender:

Envelopes and Cards if these pieces are less than:

3 1/2" in height

Or

5" in length

Or

.007" in thickness (thickness of a post card)

It is recommended that when mailing questionable items to U.S. or foreign destinations, the mailer should call Mail Services for assistance.

Window Envelope Enclosures

Enclosures that are designed so that the address appears in a window envelope must not be stapled to prevent slippage of the address from window view. If the addressed enclosure does not properly fit the window, use an envelope without a window. Please do not staple mail into envelopes.

Per USPS DMM Issue 58 General Mailability Standards: For all letter-size and flat-size mail in window envelopes, every character in the delivery address, including any postal barcode, marking, or endorsement, must be completely visible through the window throughout the full range of movement of the insert bearing the delivery address.

D. ENVELOPES

Sizes and Types

The size of the envelope should properly accommodate the contents. For use in the U.S. Postal System there are basically two categories of envelopes: letter size and "flats", as referred to by the U.S. Postal Service.

The U.S. Postal Service rates letters and non-letters or "flats" differently. To assure the best rate, call Mail Services for size and rates before preparing the mail-piece. With the new shape based pricing implemented by the USPS in May 2007 it is important to remember the smaller the envelope the greater the savings. If you are mailing a letter in a flat brown envelope you can save on the cost by folding the letter in half and using a smaller envelope, consequently, if you tri-fold the letter and place it in a #9 or #10 envelope your savings will be even greater.

Letter Size

Letter size mail must be rectangular in shape for automated processing by U.S. Postal Service. To ensure prompt and efficient processing of First Class mail, it is recommended that all envelopes and cards:

- a. Have an aspect ratio of width (height) to length between 1 to 1.3 and 1 to 2.5 inclusive. Contact Mail Services for an envelope template if you are not sure of sizing.
- b. Be sealed or secured on all four edges so that they can be handled by machines.
- c. The following dimensions must be met for automated processing by U.S. Postal Service:

Height: 3 1/2" Min 6 1/8" Max

Length: 5" Min 11 1/2" Max

Thickness* .007 Min 3/16" Max

* Firmly compressed

** Card Stock should not exceed .0095"

Flat Size

Flats are envelopes larger than the maximum letter size, but not larger than 15" long by 12" high.

Red and Blue Bordered

Use only for Airmail to foreign countries. Since there is no airmail class for U.S. Mail, these should not be used for mailings within the United States.

Plain White or Manila

Can be used for all other classes of mail. These must be marked to show proper class of mail, i.e., First Class or Standard (A) mail.

Padded

These envelopes contain a cushioned lining to provide a degree of safety for mailing small and fragile merchandise. These are available from General Stores in various sizes.

Priority Mail

Offers two to three day service to most domestic destinations. Should be used for mail requiring expedited delivery. (These envelopes are red, white, and blue and available from the U.S. Postal Service free of charge. Contact Mail Services.)

Strength

The strength of the envelope must be such to protect and retain the contents. The use of oversized envelopes or overstuffed envelopes can cause damage to or loss of the contents.

E. SHIPPING REQUEST FORM

Shipping Request Forms (Exhibit 6 in the back of this guide), are available on the intranet (forms/master list of forms/general services) or general services/mail services guide/exhibit 6, and are required when shipping letters and/or parcels by any carrier other than the U.S. Postal Service and when requesting Certified, Registered, Insured or Express Mail service. The form is completed by the requester and accompanies the letters and/or parcel to Mail Services.

F. THE VARIOUS CLASSES OF MAIL AND U.S. POSTAL SERVICE SPECIAL SERVICES

The cost of mailing varies with each classification.

Oversize/Underweight Mail

First Class, Standard (A) or (B), and International Letter Class Mail weighing one ounce or less are **non-standard** if it exceeds any of the following size standard limits:

11 1/2" in length

Or

6 1/8" in height

Or

1/4" in thickness

Or

Its aspect ratio (length divided by height) does not fall between 1 to 1.3 and 1 to 2.5 inclusive.

* There is an additional charge on each piece of mail that is found to be **non-standard**. In addition, those pieces that are less than the following dimensions are **non-mailable** in the U.S. Postal Service and will be returned to you.

3 1/2" in height

Or

5" in length

Or

.007" in thickness (thickness of a postcard)

First Class Mail

Any mailable matter may be mailed as First Class Mail. The following examples are considered First Class matter and must carry postage at First Class or Priority Mail rates.

- a. Matter wholly or partially handwritten or typewritten (including identical copies prepared by automatic typewriter), originals or carbons, invoices, (except when accompanying the matter to which they relate), postal cards, post card.
- b. Matter sealed and closed against postal inspection.
- c. Bills and statements of account, regardless of method of preparation or quantity of identical pieces mailed, except authorized enclosures in or attachments to Periodical, Standard (A) and Standard (B) Mail or Fourth Class Mail.
- d. Price lists with written-in figures changing items or prices.
- e. Any Business Reply Mail.
- f. Blank printed forms filled out in writing, including canceled or un-cancelled checks.
- g. A computer printout may or may not be First Class matter. It depends on the content. Contact Mail Services for additional information.
- h. If you are not sure if it is First Class, ask us!

Priority Mail

Priority Mail offers expedited delivery of First-Class Mail when the speed of Express Mail is not essential. Priority Mail between most domestic destinations is generally delivered in two to three days (but not guaranteed) at a price substantially below overnight delivery prices. All First-Class Mail weighing 13 ounces or more is delivered as Priority Mail. Mail weighing less than 13 ounces may be sent by Priority Mail provided the Priority Mail postage is paid.

Special Priority Mail stickers, labels, envelopes, boxes, and tape are available at no extra charge from Mail Services. If your Priority Mail is packaged in your own envelope or box, be sure to identify it as Priority Mail by using Priority Mail stickers or tape.

Periodical Mail

The following is considered Periodical Matter:

- General Publications
- Publications of Institutions and Societies
- Publications of State Departments of Agriculture
- Requester Publications

Each periodical publication must be issued at a regular frequency of at least four times a year.

To apply for periodical privileges submit a sample publication with application and one-time \$305.00 fee per publication.

Call Mail Services at extension 7-5992 for information.

Standard A Mail

The following is considered Standard Mail:

- Circulars
- Booklets
- Merchandise
- Photographs
- Catalogs
- Newsletters
- Product Samples
- Printed Matter

Each piece of Standard (A) Mail must be less than 16 ounces. Anything heavier must be mailed as Standard (B) or Priority Mail. Reduced rates are available for mailing's consisting of 200 or more pieces. The standards for size and surcharge for single piece Standard (A) Mail weighing four ounces or less are the same as for First Class.

See page 25 for Standard (A) Bulk Mail processing.

Standard B Mail/Parcel Post

The following is considered Standard B Matter:

- Packages or Parcels
- Library Materials
- Bound Printed Matter
- Sound Recordings
- Merchandise
- Computer Media
- Books
- Films
- Video Tapes

Each piece of Standard B matter must not exceed 70 pounds in weight and a maximum size of 108" in length and girth combined. (See Exhibit 12 in the back of this guide).

A number of quantity discounts are available for mailings of 200 or more pieces. To qualify for discount: Each piece must weigh at least 1 pound and be imprinted with Standard B mail in upper right corner. A Standard B permit costs \$85.00; unless the mail is all "Bound Printed Matter" then the \$85.00 fee is waived. Call Mail Services for information.

Special Services

Accountable Mail includes all Certified, Registered, Insured and Overnight Express mail. (See Exhibit 12) Please be sure to include a Shipping Request with a valid Project ID Number with all your Accountable Mail.

Certified Mail

Provides sender with a mailing receipt. Delivery record is maintained by the USPS. A return receipt to provide you with proof of delivery can be obtained for an additional fee. Certified Mail service is available only for First Class Mail and Priority Mail. No insurance coverage is provided. A numbered label and completed receipt must be affixed. You can obtain labels from Mail Services.

Registered Mail

The Registered Mail system is designed to provide added protection for valuable mail. Postage insurance may be purchased to cover articles valued up to \$25,000 and is the most secure mail the Postal Service offers. It incorporates a system of receipts to monitor registered articles from the point of acceptance to delivery. Return receipt and restricted delivery services are available for additional fees. Added security may delay delivery by 24-48 hours.

Insured Mail

You can obtain payment for Domestic Mail that has been lost, rifled or damaged by having it insured. You can buy insurance up to \$5,000. It is also available for merchandise sent at the Priority Mail or First Class Mail rates. Express Mail includes \$100.00 insurance at no extra charge.

Return Receipts

A return receipt is your proof of delivery. It is available for Insured Mail, and with Certified, Registered and Domestic Express Mail shipments. The return receipt identifies the article number, who signed for it and the date it was delivered. It is not necessary to utilize a return receipt on all Certified or Registered mailings. Be certain to identify your department and name on any return receipts so we can route them back to you.

Express Mail

Express Mail is an extremely reliable and fast delivery service available from the U.S. Postal Service. It reaches all major markets in the U.S. and 84 foreign countries. Express Mail

provides for the shipment of letters, documents and other mailable items and carries document reconstruction insurance at no additional cost. **You may mail up to 70 pounds. This can be delivered six days a week (excluding Sunday and Holidays) at no extra charge.**

Do not place critical mail for this service in the internal mail system. Mail for this service must be delivered to Mail Services by 3:30 p.m. for same day mailing. There are some cities/destinations that require Express Mail be received at the U.S. Post Office no later than 12:00 noon. Check with Mail Services if you are in doubt about your Express Mail deadline.

Express Mail offers a variety of service options to meet your mailing needs. Contact Mail Services for further details.

- Same Day Airport Delivery
- Post Office to Addressee
- Post Office to Post Office
- Express Mail International Service

Domestic Overnight Delivery is guaranteed by the U.S. Postal Service and provides for a full postage refund if the item is not delivered on time.

International deliveries vary by country of destination. The U.S. Postal Service offers no guarantees since they have no control over foreign delivery systems. There is no provision for a refund.

International Mail

Most items are mailable to foreign countries. However, there are certain restrictions. It is important that mailers contact Mail Services to determine the proper classification and documentation required.

If customs 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 clearance and release of the item. Custom rules are the same whether mail is sent by the U.S. Postal Service or other couriers. Due to heightened security, all Military A.P.O.'s/F.P.O.'s and Foreign Mail weighing 16 oz. and over require a Customs Declaration Form declaring the contents and value of the package before the item will be accepted by the USPS. Due to the Homeland Security initiative and new enforced postal regulations the customs forms for international mail must be prepared and signed by the sender. Mail Services can provide customs tags and/or forms to you; however, the department sending the item(s) to be mailed must provide information on the contents, insured value and a personal signature and date for proper documentation. If the necessary information is not provided, the mail piece(s) will be returned to the originating department for further handling.

For letter size items, use the special Red/Blue border envelopes. They will enhance service and help Mail Services separate them from Domestic Mail.

The last line of any foreign address should be the country name spelled out in English and written in capital letters.

G. BUSINESS REPLY MAIL

All Business Reply postage and handling charges are billed back to using departments. When you decide to design any business reply envelope or card; please call Mail Services at extension 7-5992 for proper format. All Business Reply envelopes must display a unique Zip + 4 #9674 for envelopes up to one ounce. Zip + 4 #9669 for envelopes over one ounce but less than two ounces, and all Business Reply post cards must display Zip + 4 #9675 in the address. All Business Reply labels and flats must display the unique Zip + 4 #9668. Camera ready artwork is provided free of charge by the USPS for all Business Reply mail. You can then send your camera ready artwork to the print shop; it will be used when printing your new envelopes.

BRM service enables mailers to receive First Class mail by paying postage only on the mail which is returned. We guarantee payment of the appropriate First Class postage plus a handling charge per piece that is assessed by the USPS. To qualify for business reply discounts the U.S. Postal Service must approve format. Contact Mail Services for information at extension 5992, before printing.

PROPER FORMAT:

Department of _____ + Mail Code
University of Texas Health Science Center San Antonio (NO ABBREVIATION)
7703 Floyd Curl Drive
San Antonio, TX 78229-3900

Meter Reply Mail * Please delete Meter Reply Mail-THIS IS NO LONGER USED *

In some instances Meter Reply Mail is the most cost efficient method since there is no service charge, but postage is prepaid. For information, contact Mail Services.

Courtesy Reply Mail

Pre-printed envelopes with special formats are available. Mailers returning these to us must prepay the postage.

H. LARGE MAILINGS

Before a large or specialized mailing gets too far into the planning stage, include the Mail Services Supervisor in your mailing arrangements. We can be of assistance to you to ensure your mailing program is cost effective, efficient, and timely.

Advance notice is required to effectively handle and process large or specialized mailings. Large mailings are considered any mailing consisting of 500 or more pieces.

72 hours advance notice is needed to insure the following items are available:

- -Mail Services personnel and equipment to process the mailing.

- -Sufficient postage on deposit.
- -If you are not sure of anything concerning a mailing of 500 or more pieces, please call the Mail Services Supervisor for assistance. We want to help.

I. PERSONAL MAIL - INCOMING AND OUTGOING

Outgoing Personal Mail

Outgoing personal mail may be deposited in the USPS mail box located outside of the Medical School in front of the Bursar's window. Our personnel will be glad to help you determine the proper amount of postage, in room 1.285T of the Dental School.

Incoming Personal Mail

You should not receive personal correspondence. All mail addressed to our physical address is the property of the Health Science Center and it is misuse of State resources to process personal mail.

ALTERNATIVE DELIVERY SERVICES AVAILABLE

A. COURIER SERVICES AVAILABLE

The National and International couriers we use are Airborne, Federal Express and United Parcel Service.

B. ADDRESSING

Post Office box numbers or rural routes are unacceptable addresses for couriers or specialized delivery services.

C. ENVELOPES, PACKAGING AND COURIER SELECTION

Envelopes

The various couriers supply us with 9 x 12 envelopes sometimes called Overnight Letters and other trade names.

They also supply large 12 x 18 envelopes called Courier Paks and other trade names. Pricing of the couriers services are many times linked to size of envelopes.

Other Packaging

Couriers also supply us with mailing tubes (for odd size long items) and various size boxes, such as five-pound boxes.

Courier Selection

Selection of couriers depends on several factors: Delivery destination and determining if the item is time-sensitive or urgent. (65% of overnight mail does not need to be at its destination at a specific time, just next or second day.)

Selection also depends on whether destination is local area, state area, regional, national or international areas.

UPS

When shipping packages over two pounds we recommend selecting United Parcel Service. You can often receive a better rate along with a package tracking number and \$100 free insurance. Per Business Affairs Bulletin No. 01-FY 2007: The eShipGlobal web-based shipping application is available to departmental users for use within departments via the UTHSCSA portal. Departmental users can use this application software to schedule shipments, print air bills from their local printers and receive competitive pricing on shipments including negotiated State rates. Submit your UPS packages with a shipping request form and a valid PGID. Deadline for dropping off your UPS packages is 3:30 p.m. daily. A service fee will be charged if you choose to have your UPS packages processed by Mail Services personnel.

D. SCHEDULED DELIVERY AND PICK UP TIMES

The following schedule is available Monday through Friday:

Couriers/Next or Second Day

Airborne (Contact Central Receiving @ ext. 7-5998)	3:00 p.m. cutoff
--------------------------------------------------------------	------------------

United Parcel Service (Contact Mail Services @ ext. 7-5992)	3:30 p.m. cutoff
-----------------------------------------------------------------------	------------------

Federal Express (Contact Central Receiving @ ext. 7-5998)	4:30 p.m. cutoff
---------------------------------------------------------------------	------------------

Other –
(Contact Central Receiving @ ext. 7-5998)

Note: If you miss the cutoff time(s), your material will be sent out the next business day.

All couriers (with few exceptions) offer:

1. Next Morning
2. By Noon
3. Afternoon (by 3:00 p.m. or 5:00 p.m.)
4. Second Business Day

Each of these service levels has different price schedules and not all couriers go to all places within the same time frame.

International Courier Selection

If facsimile service is not available or logical for your materials, you may elect to use one of our international couriers.

Note: International courier service may require special documentation or customs declarations forms attached to the item to be mailed declaring value and contents.

MAILERS SERVICES THAT ARE AVAILABLE

Before a large mailing gets too far into the planning stage, include the Mail Services Supervisor in your mailing arrangements. We can be of assistance to you to ensure your mailing program is cost effective, efficient and timely.

A. SEALING

Automatic sealing of standard size gummed envelopes for mailing is provided by Mail Services.

For ten or more envelopes requiring sealing, leave the flaps open, nest into each other, and then secure the contents of the envelopes with a rubber band. **Note: Envelopes that are received with the flaps closed and/or unbanded will be returned for opened-flapping to the originator. Envelopes used in Standard (A) Bulk Mailing's should be submitted to the Mail Services with the flaps already sealed and ready for dispatch to the Main Post Office.**

B. STAMPS AND POSTCARDS AND PREPAID OVERNIGHT ENVELOPES

Stamps, Postcards and prepaid courier envelopes may be obtained by presenting a Departmental Postage Request (See Exhibit 9 in the back of this guide) at the Cashier's Window in the Bursar's Office. Please allow 36 hours for large orders.

C. STANDARD MAIL (A) MAIL PREPARATION

We recommend discounted bulk mailing programs for mailings consisting of 200 envelopes or more. Depending on your delivery needs and advance planning, these programs can reduce your postage costs considerably and, in many situations, even give you faster, more accurate delivery. Postage cost reductions can run as high as 50% less than individual piece rates.

Contact the Mail Services Supervisor at extension 7-5992 for proper format, or see "Do-it-yourself" Standard Mail (A) instructions on the following pages.

Departments must notify Mail Services one week in advance of large mailings to assure funds availability, as the permit is based on advance deposits with the U.S. Postal Service. Failure to notify Mail Services one week in advance of your mailing will delay processing. Forward one sample of each Standard Mail (A) Mailing processed by your department to

the Mail Services Supervisor. This sample will be attached to Mail Services records corresponding with each PS Form 3602 processed.

Please contact Mail Services if your Bulk Mail contains 3,000 or more pieces.

PREPARING A STANDARD MAIL (A) MAILING

Effective July 1, 1996, the name for Third Class Bulk Mail was changed by the United States Postal Service to Standard Mail (A). * PLEASE DELETE THIS STATEMENT *

- A.** All pieces mailed STANDARD MAIL (A) must have a correct ZIP Code. **For automation rate mailings, addresses must be matched using Coding Accuracy Support System (CASS) certified software within 6 months before the mailing, effective October 1, 1996.**

* DELETE 'EFFECTIVE OCTOBER 1, 1996' * For non-automation mailings, ZIP Code accuracy must be verified at least once a year, effective October 1, 1996. *DELETE 'EFFECTIVE OCTOBER 1, 1996' * A bulk mailing must consist of a minimum of 200 pieces of identical weight, size and envelope content. Foreign Mail cannot be mailed STANDARD MAIL (A). **"The University of Texas Health Science Center at San Antonio" must be the first line of the return address.**

Contact Mail Services at Ext. 7-5992 for information regarding CASS certified address-matching software.

Many methods exist for ZIP Code verification. Any one of these methods may also be used to meet ZIP Code verification standards for non-automation mailings.

- a. Manual verification using the most recent Postal Service ZIP Code directory.
- b. Survey of the addresses currently on the mailer's address list to inquire about changes to ZIP Code information.
- c. Participation in the current manual list correction service (Domestic Mail Manual A910) (cost to mailer is \$0.17 per address with \$5.50 minimum).
- d. Using a service provider to verify ZIP Code information.
- e. Using an electronic lookup service such as those available on the Postal Service Home Page <http://www.usps.gov/>
- f. Using certified address-matching software. Contact the Mail Services at Ext. 7-5992 for information regarding certified address-matching software.

B. Preparing Pieces for Mailing

1. Put all pieces in ZIP Code order.

2. Sort by the following priorities and secure with rubber bands.
 - a. Ten or more of one ZIP Code (i.e. 78284), label the top envelope in each bundle with an “orange 5 label”.
 - b. Ten or more of the first three digits (i.e. 770--), label the top envelope in each bundle with a “Green 3 label”.
 - c. Ten or more pieces to the same Area Distribution Center (ADC) (See attached ADC list), label top envelope with a “Pink a Label”.
 - d. Any remaining pieces should be bundled and top envelope labeled with a “Brown MXD Label”.
- C. Preparing Mailing for Pickup**
 1. Order mail buckets for flats and trays for letters from Mail Services. Call ext. 7-5992.
 2. Place bundled mail in buckets or trays.
 3. Fill out U.S. Postal Service form 3602NZ (original and 3 copies). Contact Mail Services for pickup at ext. 7-5992.
- D.** Our Non-Profit, Permit No. 1941 stamp must appear in the upper right hand corner on all mail pieces. If not printed on envelopes, a rubber stamp may be obtained at Mail Services, ext. 7-5992.
- E.** All Standard Mail (A) mail pieces of the same mailing must be of the same identical weight, size and shape and cannot be marked “First Class”.
- F.** “Return Service Requested” must be printed or stamped on the mail piece if the sender wants their undeliverable mail returned. There is First Class postage charge per returned piece. Contact Mail Services at ext. 7-5992 if you have any questions.
- G.** There are several local mail houses that have trained specialists that will prepare and deliver your bulk mail to the Post Office for you. Please contact the mail service supervisor for vendors and contact phone numbers.

KEEPING UP TO DATE WITH NEW IDEAS

A. MAIL SERVICES WORKSHOP

Once a year we offer a Mail Services Workshop. It lasts about one hour and is packed with ideas and methods to help you find better ways to improve your mail services. It reviews all our company mail policies and services that you might elect to use in order to control or reduce your departmental mail charges. Newly employed persons should attend and others are welcome. Call the Mail Services Supervisor at extension 7-5992 for time and location of the next program.

EXHIBIT A: INTER-DEPARTMENTAL #10 ENVELOPE

EXHIBIT B: INTER-DEPARTMENTAL MANILA ENVELOPE

EXHIBIT C: ADDRESSING FOR SUCCESS

EXHIBIT D: STANDARD ADDRESS ABBREVIATIONS - STATE AND POSSESSION

TWO-LETTER STATE AND POSSESSION ABBREVIATIONS

Alabama	AL	Kentucky	KY	North Dakota	ND
Alaska	AK	Louisiana	LA	Ohio	OH
Arizona	AZ	Maine	ME	Oklahoma	OK
Arkansas	AR	Maryland	MD	Oregon	OR
California	CA	Massachusetts	MA	Pennsylvania	PA
Colorado	CO	Michigan	MI	Rhode Island	RI
Connecticut	CT	Minnesota	MN	South Carolina	SC
Delaware	DE	Mississippi	MS	South Dakota	SD
District of Columbia	DC	Missouri	MO	Tennessee	TN
Florida	FL	Montana	MT	Texas	TX
Georgia	GA	Nebraska	NE	Utah	UT
Hawaii	HI	Nevada	NV	Vermont	VT
Idaho	ID	New Hampshire	NH	Virginia	VA
Illinois	IL	New Jersey	NJ	Washington	WA
Indiana	IN	New Mexico	NM	West Virginia	WV
Iowa	IA	New York	NY	Wisconsin	WI
Kansas	KS	North Carolina	NC	Wyoming	WY
American Samoa	AS	Marshall Islands	MH	Puerto Rico	PR
Federal States of Micronesia	FM	Northern Mariana Is.	MP	Virgin Island	VI
Guam	GU				

DIRECTIONAL ABBREVIATIONS

North	N
East	E
South	S
West	W
Northeast	NE
Southeast	SE
Southwest	SW
Northwest	NW

SECONDARY ADDRESS UNIT INDICATORS

Apartment	APT
Building	BLDG
Floor	FL
Suite	STE
Room	RM
Department	DEPT

Note: For certain computerized addressing needs, the National Five-Digit ZIP Code & Post Office Directory contains two additional tables of official USPS abbreviations: (1) an Extended Suffix Table, containing suffix forms which appear in some address files, and the corresponding USPS suffixes as coded in the ZIP + 4 National Directory File, and (2) abbreviations for postal names which cannot be reduced to 15 positions through use of standard abbreviations.

EXHIBIT E: STANDARD ADDRESS ABBREVIATIONS - STREET DESIGNATORS

Alley	ALY	Estates	EST	Lakes	LKS	Ridge	RDG
Annex	ANX	Expressway	EXPY	Landing	LNDG	River	RIV
Arcade	ARC	Extension	EXT	Lane	LN	Road	RD
Avenue	AVE	Fall	FALL	Light	LGT	Row	ROW
Bayou	YU	Falls	FLS	Loaf	LF	Run	RUN
Beach	BCH	Ferry	FRY	Locks	LCKS	Shoal	SHL
Bend	BND	Field	FLD	Lodge	LDG	Shoals	SHLS
Bluff	BLF	Fields	FLDS	Loop	LOOP	Shore	SHR
Bottom	BTM	Flats	FLT	Mall	MALL	Shores	SHRS
Boulevard	BLVD	Ford	FOR	Manor	MNR	Spring	SPG
Branch	BR	Forest	FRST	Meadows	MDWS	Springs	SPGS
Bridge	BRG	Forge	FGR	Mill	ML	Spur	SPUR
Brook	BRK	Fork	FRK	Mills	MLS	Square	SQ
Burg	BG	Forks	FRKS	Mission	MSN	Station	STA
Bypass	BYP	Fort	FT	Mount	MT	Stravenue	STRA
Camp	CP	Freeway	FWY	Mountain	MTN	Stream	STRM
Canyon	CYN	Gardens	GDNS	Neck	NCK	Street	ST
Cape	CPE	Gateway	GTWY	Orchard	ORCH	Summit	SMT
Causeway	CSWY	Glen	GLN	Oval	OVAL	Terrace	TER
Center	CTR	Green	GN	Park	PARK	Trace	TRCE
Circle	CIR	Grove	GRV	Parkway	PKY	Track	TRAK
Cliffs	CLFS	Harbor	HBR	Pass	PASS	Trail	TRL
Club	CLB	Haven	HVN	Path	PATH	Trailer	TRLR
Corner	COR	Heights	HTS	Pike	PIKE	Tunnel	TUNL
Corners	CORS	Highway	HWY	Pines	PNES	Turnpike	TPKE
Course	CRSE	Hill	HL	Place	PL	Union	UN
Court	CT	Hills	HLS	Plain	PLN	Valley	VLY
Courts	CTS	Hollow	HOLW	Plains	PLNS	Viaduct	VIA
Cove	CV	Inlet	INLT	Plaza	PLZ	View	VW
Creek	CRK	Island	IS	Point	PT	Village	VLG
Crescent	CRES	Islands	ISS	Port	PRT	Ville	VL
Crossing	XING	Isle	ISLE	Prairie	PR	Vista	VIS
Dale	DL	Junction	JCT	Radial	RADL	Walk	WALK
Dam	DM	Key	CY	Ranch	RNCH	Way	WAY
Divide	DV	Knolls	KNLS	Rapids	RPDS	Wells	WLS
Drive	DR	Lake	LK	Rest	RST		

EXHIBIT F: VETERAN'S ADMINISTRATION HOSPITAL MAIL CODES

DIRECTOR	(00)
ASSOCIATE DIRECTOR	(001)
EMERGENCY MEDICAL PREPAREDNESS OFFICE (EMPO)	(001B)
AO/MANAGED CARE	(00A)
QUALITY MANAGEMENT	(002)
QUALITY ASSURANCE	(002B)
MANAGEMENT SUPPORT	(003)
EQUAL EMPLOYMENT OPPURTUNITY	(003A)
ADMINISTRATIVE RESIDENTS	(00R1)
PATIENT REPRESENTATIVES	(003F)
PUBLIC AFFAIRS	(004)
CHIEF OF STAFF	(11)
AA/CHIEF OF STAFF	(11D)
ACOS/AMBULATORY CARE	(11C)
FTOPC	(11C1/181B)
MCRCESE	(11C6)
SHARING AGREEMENTS	(11E)
MEDICAL STAFF OFFICE	(11M)
ACOS/EXTENDED CARE	(18)
ACOS/EDUCATION	(14A)
ACOS/RESEARCH	(151)
ACQUISITION & MATERIAL MGMT. SERVICE	(90)
PERSONNEL PROPERTY MANAGEMENT SECTION (PPM) – UNITS	(90B)
PURCHASE & CONTRACT SECTION (P & C) – UNITS	(90C)
WAREHOUSE/MAILROOM/REPROD.	(90D)
SPD	(90E)
ANESTHESIOLOGY SERVICE	(185)
AUDIOLOGY & SPEECH PATHOLOGY	(126)
CANTEEN SERVICE	(133)
CHAPLAIN SERVICE	(125)
DENTAL SERVICE	(160)
DIETETIC SERVICE	(120)
EXTENDED CARE THERAPY CENTER (ECTC)	(18A)
GEM	(18C)
ENGINEERING SERVICE	(138)
ENVIRONMENTAL MANAGEMENT SERVICE	(137)
FISCAL SERVICE	(04)
AGENT CASHIER	(04C)
GRECC	(182)
LIBRARY SERVICE	(142D)
MEDICAL ADMINISTRATION SERVICE	(136)
SCHEDULING	(136B2)
OPERATORS	(136C)
LEGAL CLAIMS	(136E)
FEE BASIS	(136F)
OOIT 2A	(142B)

RESEARCH	(151)
MEDICAL SERVICE	(111)
CARDIOLOGY	(111A)
GASTRO	(111B)
RENAL.....	(111C)
NUERO.....	(111D)
PULMONARY	(111E)
INFECTIOUS	(111F)
ONCOLOGY.....	(111J)
DOPLER LAB	(111K)
THORACIC.....	(112A)
ORTHO.....	(112B)
UROLOGY	(112C, D)
EYE.....	(112E)
ENT	(112F)
GEN. SURGERY	(112G)
NUCLEAR MEDICINE SERVICE.....	(115)
NURSING SERVICE	(118)
PATHOLOGY & LABORATORY MEDICINE	(113)
HUMAN RESOURCES MANAGEMENT SERVICE	(05)
PHARMACY SERVICE	(119)
PHYSICAL MEDICINE & REHAB SERVICE (RMS)	(117)
POLICE & SECURITY SERVICE.....	(07B)
PROSTHETICS SERVICE	(121)
PSYCHIATRY SERVICE	(116A)
PSYCHOLOGY SERVICE	(116B)
RADIOLOGY SERVICE.....	(114)
RADIATION SAFETY OFFICER	(11R)
RECREATION SERVICE	(11K)
SOCIAL WORK SERVICE	(122)
SPINAL CORD INJURY SERVICE	(128)
SURGICAL SERVICE	(112)
VETERANS AFFAIRS	(27)
VOLUNTARY SERVICE	(135)
CORPUS CHRISTI VAOPC	(001C)
LAREDO VAOPC.....	(001L)
MCALLEN VAOPC	(001M)
FT VAOPC	(001S)
VICTORIA VAOPC.....	(001V)
DSS	(DSS)
ATTORNEY	(00L)
EMER. MED. PREP. OFFICE.....	(EMPO)
OIT IRM	(IRM)
SDTU/GCRC	(7A)

EXHIBIT G: ADDRESS LABELS

<p>THE UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER at SAN ANTONIO DEPT: _____ MAIL CODE: _____ 7703 FLOYD CURL DRIVE SAN ANTONIO, TEXAS 78229-3900</p>

EXHIBIT H: HOW TO MEASURE A PARCEL

EXHIBIT I: U.S. POSTAL SERVICES SPECIAL SERVICES FOR DOMESTIC MAIL

This reference chart shows which special postal services are available with various classes of mail.

Special Services	Classes To Which Applicable	Evidence of Mailing	Proof of Delivery (Optional)	Additional Security Against Loss	Insurance Against Loss	Travels In-Route w/Other Mail	Cost
Certificate of Mailing	1 st Class Standard & Media Mail	X				X	\$1.05
Certified Mail	1 st Class & Priority Mail	X Optional	X \$2.15			X	\$2.65
Registered Mail *	1 st Class	X	X \$2.15	X	X Optional		\$10.15 w/Ins.
Insured Mail ** ***	1 st Class Standard & Media Mail	X	X \$2.15		X	X	\$1.65
C.O.D.	1 st Class Standard & Media Mail	X		Only if Registered C.O.D.	X	X	\$4.55

A. Return Receipt at time of mailing:

1. Certified Fee \$2.65
2. To Whom Delivered and Date \$3.80

Return Receipt Optional Service Available With Certified, Registered, Insured (Over \$50.01 Value), C.O.D. and Express Mail

B. Return Receipt for Merchandise:

1. To Whom Delivered and Date \$3.50

C. Return Receipt After Mailing:

1. Up to Two Years After Mailing \$3.80

USPS SPECIAL SERVICES FOR DOMESTIC MAIL

D. Restricted Delivery:

Will be delivered Only to Addressee or Persons Authorized in Writing to Receive Mail. \$4.10

* Registered option is available with or without postal insurance. Items without provable value do not require insurance.

** Applies to 1st Class and Priority Mail that contains merchandise

*** Express Mail containing merchandise is insured at no cost up to \$100.00