

# Oklahoma State University Policy and Procedures

<b>University Mailing Services</b>	<b>3-0846</b> <b>ADMINISTRATION</b> <b>&amp; FINANCE</b> <b>Facilities Management</b> <b>December 2024</b>
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## **INTRODUCTION AND GENERAL STATEMENT**

1.01 University Mailing Services (UMS) provides Oklahoma State University (OSU) with various services including sort and delivery of incoming parcels, U.S. mail, campus mail, outbound mail, and parcel services. Complete U.S. postal sales and services and passport application services are also offered to students, faculty, staff, and the greater Oklahoma and Stillwater community.

## **PURPOSE AND SCOPE**

2.01 As a Certified Postal Unit, UMS is authorized by the United States Federal Government to provide sort and delivery services of inbound mail and parcels to OSU departments and Residential Life customers located within the 74077 and 74078 zip codes. UMS is also authorized to provide U.S. Postal sales and services to any person who enters UMS' Certified Postal Unit. Additionally, UMS has been certified as a Passport Acceptance Facility by the United States Federal Government, which provides properly trained staff the authorization to execute and submit passport applications on behalf of anyone needing passport application and renewal services.

## **PROCEDURES**

3.01 Postage and parcel expenses can be charged to a department's Banner fund number, bursar accounts (Banner ID), or personal credit cards. Departments are responsible for providing active Banner fund numbers (or Banner ID) for all mailers through preprinted envelopes or attaching fund number bar codes to mailers. UMS will charge the fund/Banner ID the department assigns to the mail/parcel. Any changes in fund numbers will be the department's responsibility.

3.02 University departments are responsible for using official mailing data on all outgoing mail. This would include:

- University logo
- Department name
- Return City and State (Stillwater, Oklahoma)
- Zip Code (74078)
- Authorized Banner chart of account (1 digit) and fund number (6 digits)

3.03 Departments may purchase stamps, which will be charged through AIRS. For departmental purchase of stamps, email the UMS Postmaster at [ums@okstate.edu](mailto:ums@okstate.edu) with the following information:

- Department Name
- Contact Person's Name
- Mail delivery location
- Authorized Banner Chart of Account (1 digit) and Fund number (6 digits)

3.04 University departments are responsible for clearly denoting the desired delivery method for mail items such as insured, registered, or special delivery. Mail not marked with special instructions will be automatically sent via the most economical method.

3.05 University departments are responsible for maintaining and correcting all incoming addresses with clientele or correspondents. Doing so will prevent incoming mail from requiring directory service and could save as much as three days on delivery time. Incoming mail should contain the following minimum information:

- Individual's name
- Department name (Ex. Office of the President)
- Mail stop location (Ex. 107 Whitehurst)
- Stillwater, OK 74078

3.06 For postage metering, departments should submit mail grouped and facing the same direction to prevent malfunctions in the metering machine. Envelopes with black backgrounds require metering by hand and will be charged an additional fee. Postcards must comply with USPS regulations, which require 2.25 inches of blank space on the right side of the post card for address and postage. Failure to comply may result in metering by hand and will incur an additional fee.

3.07 Mail for former employees should be returned to the sender by university departments, which will assist in the correction of addresses.

3.08 Special envelopes for campus mail are available upon request via phone call or email. Regular envelopes often are inadvertently metered and mailed in the U.S. mail system. The department is responsible for marking out any old address information from past mailings to ensure the envelope arrives at the intended destination. Once all address lines are full, discard the envelope.

3.09 University departments should keep meter mail and campus mail separated, which can be accomplished by rubber bands, string, or separate mailboxes.

3.10 Department mail stops: UMS has two mail delivery personnel for the main campus. Each delivery person has two routes in the morning and two routes in the afternoon. Any special pick-up request outside of the regular mail stop will have an additional pick-up fee.

- A. Departments requesting to add a new mail stop must provide a Banner fund number for the monthly sort and delivery fee.
- B. Departments can move their mail stops to a different location without incurring additional fees. This change in delivery location will change the normal time for delivery and may change the route.

- C. Campus-wide mailers will be addressed to departments based on their timesheet organization number located in Banner. Mailing addresses need updating once per month and can be acquired by departments at UMS.

3.11 Single Student Residential Life residents should ensure all incoming mail is properly addressed, as in the example below. Failing to have the student's full name, res-life building, and room number will result in delays in delivery or the mail/package being returned to sender.

Student's name as it appears in the Residential Life directory  
Oklahoma State University  
Room number Residential Life building (Ex: 432 Wentz Hall)  
Stillwater, OK 74077

3.12 Zip code 74077 is for Single Student Res-Life residents. Students living off campus or in married student housing will have a different ZIP Code depending on where they live. Please check USPS to find your ZIP Code.

3.13 Outgoing Parcel and Packaging tracked shipping:

A. USPS: UMS uses Endicia software to ship tracked packages through USPS.

1. Departments wanting to take full advantage of UMS' postage discount can set up an Endicia Ship ticket account at [www.endicia.com/ShipTicket](http://www.endicia.com/ShipTicket). The department will enter the type of service requested (2-3 days or overnight) and the recipient information. Once information is processed, departments will print out the ship ticket and attach it to the package.
2. Departments can also write/type recipient information on the package or any attachment to the package and must include the fund number to charge the postage. UMS can process these shipments; however, the postage discount will not be applied.
3. Departments shipping similar packages/parcels addressed to many recipients may send a mailing Excel file to UMS for processing. The file will need each name, address, city, state, ZIP code, and return address information in columns with headings. Files in other formats are acceptable; however, converting the file to Excel will incur an hourly labor fee. Packages must be sorted by weight if applicable. Departments forwarding mass mailing addresses via Excel file will also receive the UMS postage discount.
4. The general public may also use this shipping method and may pay with personal credit cards or charge to the bursar account with proper ID.
5. Customers sending international packages must go to USPS.com to complete and print a customs form and attach it to each package. UMS cannot fill out these forms and cannot accept the paper form available at the Post Office.

6. Departments using USPS can drop the packages/parcels off at UMS before 4:00 pm or send the packages with the daily mail delivery/pickup.
- B. UPS: UMS has a shipping contract with UPS at a large, discounted price. Departments may take advantage of this discount as follows.
1. An individual within the department may submit a “Campus Ship Account Request” at [fm.okstate.edu/ums](http://fm.okstate.edu/ums). The Campus Ship Account Request feature is under the drop down listed as “Faculty/Staff Mail.” Once the individual has the Campus Ship Account, they can generate and attach the shipping label to the parcels. Departments must include the Banner fund number in *reference line 1* and the last name of the contact person in *reference line 2* for every package sent.
  2. Another method of using UPS to ship parcels is to fill out and attach the OSU/UMS Shipping Instructions. These forms are available at UMS and will must accompany each package shipped. Department fund numbers, bursar accounts, or personal credit cards may be used to pay for this shipping. When using personal credit cards, contact UMS to put your card on file, then write the last four digits of the credit card number on the shipping instructions with “card on file” next to it.
  3. Departments using either of these options may drop off the packages with either the shipping instructions or campus ship label attached at UMS before 5:00 p.m. Departments may also call UMS to schedule a package pickup before 3:30 p.m. or may give the packages to the mail processor who delivers your inbound packages. Packages in groups of five or more received before 5:00 pm and requiring labels created by UMS may be delayed for shipment until the next business day.
- C. FedEx: UMS has a shipping contract with FedEx Ground, FedEx Air, and FedEx International at a discounted price. In addition, UMS has contracted with FedEx to send packages containing Dangerous/Hazardous Goods as identified by The International Air Transport Association (air shipments) and Title 49 of the Code of Federal Regulations (ground shipments).
1. Departments using any of the FedEx shipping methods must fill out OSU/UMS Shipping Instructions available at UMS.
  2. For European Union Countries, utilize the Schedule B search tool on [www.trade.gov/harmonized-system-hs-codes](http://www.trade.gov/harmonized-system-hs-codes) to find the appropriate harmonized code classification. If your product is difficult to classify, the Customs Ruling Online Search System (CROSS) database can help you find the correct Schedule B code. Shipment may be delayed if UMS is tasked with locating tariff codes.
  3. Departments shipping items via air or ground transport deemed dangerous/hazardous goods by the International Air Transport Association and by Title 49 of the Code of Federal Regulations must supply the proper packaging, proper shipping name, and proper labels and markings for the package. There are several UMS employees who are certified to ship these packages. Due to the extensive time necessary to complete all necessary documents to comply with

regulations, packages containing dangerous or hazardous goods must be at UMS no later than 4:00 p.m. Packages delivered after 4:00 p.m. will ship the following day.

4. Packages containing dry ice must have an outer package made of a fiberboard box. The inner Styrofoam package containing dry ice must have the lid attached in such a way as to allow gas to escape. All packages with dry ice will be inspected by trained UMS personnel prior to shipping.
  5. Departments sending international packages must provide a detailed list of the contents of the package, the quantity of each item, and the cost per item for Customs. See section 3.14 International Shipments for additional information.
  6. FedEx packages may be dropped off at UMS prior to closing (except as noted above), or departments may call UMS for packaging before 3:30 p.m. All FedEx packages must have a complete OSU/UMS Shipping Instructions form attached to each package. Packages in groups of five or more received before 5:00 p.m. and requiring labels created by UMS may be delayed for shipment until the next business day.
- D. DHL: DHL is available for international shipping. Departments must attach a completed OSU/UMS Shipping Instructions form to each package.
1. The services are governed by the laws of the country where the billing DHL Freight entity has its domicile, and the courts of such country shall have exclusive jurisdiction to settle claims. For transport contracts for dangerous goods, the applicable rules and conditions of all involved countries apply.
  2. See section 3.14 International Shipments for additional information.

### 3.14 International Shipments

- A. United States exports are administered by the Bureau of Industry and Security (BIS) through the Export Control Reform Act (ECRA). The ECRA is the permanent statutory authority for the Export Administration Regulations (EAR) under 15 CFR § 730-774 which are vast and complex. UMS does not have the export regulation expertise to offer export consultation. For this reason, UMS personnel will be happy to facilitate international package pick-up using one of our contracted international carriers but are not able to offer expert advice on export regulations. ***Note: Providing false or misleading information regarding international shipments can trigger monetary and criminal penalties.***
1. The customer is responsible for packing the contents to withstand the rigors of international shipping as well as providing a detailed list of the contents contained within each package along with the quantity and cost per item each package contains. UMS cannot complete this information for you as we do not verify the validity of the contents contained within the package/s.

2. When shipping USPS, the customer must go to USPS.com and complete and print a customs form for each package. If shipping FedEx or DHL, the customer is responsible for completing the OSU/UMS Shipping Instructions per package in addition to the detailed list of contents.
3. Shipping instructions must contain the full name of the person/entity to whom the package will be shipped, a detailed address including the country name and code, and the full name and address of the person shipping the package. This information will be used by the international carrier's broker to determine whether the contents can be shipped to the person/entity and/or intended destination, as well as to determine customs duties/fees.

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