

<b>Central Texas College Materials Management Policy and Procedures Manual</b>	<b>Policy No. 405 November 2006</b>
<b>Mail Services Procedures</b>	

## I. GENERAL

This activity provides intra-campus mail services and furnishes the service required for the delivery of all outbound mailing through the U.S. Postal Services (USPS). Personal mail service is limited to students living in the dormitory. Staff and faculty personnel of the District are cautioned that outgoing personal mail will not be processed and incoming mail will be returned to sender.

Mail is delivered in accordance with the schedule at Policy No. 410, Distribution Services Procedures.

- A. Incoming mail is picked up at the Killeen Post Office (KPO) twice daily at the following approximate times: 7:30 a.m. and 3:00 p.m. Outgoing mail is delivered to the KPO at these times.
- B. Mail addressed to the District with no attention line is opened by Mail Room personnel and delivered to the appropriate department/office. Mail that contains cash will have the amount enclosed written on the envelope along with the date it was received and the name of the person who opened the mail.
- C. Student mail is placed in the appropriate combination box in the dormitory. Mail is not given to the student personally, unless they are recognized or have proper identification.
- D. Mail is not accepted from unauthorized personnel. This is particularly applicable to personnel who request that handouts be delivered or placed in all boxes.
- E. Religious, political or anti-Semitic mail or distribution will not be processed under any circumstances, no matter how beneficial the cause may appear.
- F. The distribution driver must sign for all registered, certified, insured, or express mail received at the KPO. Upon arriving at the Mail Room the item will be entered into the Mail Log. The item is delivered to the department and signed for by a department representative. Accountable mail for dormitory students is signed for by the Resident Assistant on duty and forwarded to the student. Persons signing for the article must have proper identification. In the case of second

parties picking up registered mail, a letter must be on file from the department or office head, specifically naming the person authorized to pick up registered mail.

- G. Postage Due Account (\$1,000). This account is maintained at the KPO and is used to cover postage due on material addressed to the District. Enter postage due in the Postage Due Log and at the end of each month rectify the log total with the KPO. When the account gets under \$100, initiate a purchases request for \$1,000 payable to the USPS to replenish the account. This account is only to be used for official mail. All other postage due will be collected from the individual and placed in the petty cash fund.
- H. Corporate Express Mail Account (\$1,000). The USPS will provide a monthly statement showing the status of this account. When the balance becomes \$100, initiate a purchase request for \$1,000, payable to the USPS, to replenish the account.
- I. When a notice is received from the USPS of annual fees due, a purchase request will be initiated for the amount and the bill will be forwarded to the Purchasing Department.

## II. TYPES OF MAIL

- A. Registered mail provides maximum protection and security for first class mail only. It requires the signature of each person handling the article. Currency, jewels, or other items that cannot be replaced should be sent by registered mail. Up to \$100,000 insurance coverage is provided for this type mail.
- B. Certified mail is necessary if proof of mailing and delivery are required. The cost is determined by referring to the postage chart on the bulletin board in the mail room.
- C. Insured Mail can be insured for up to \$5,000. If a return receipt is also required, fill this out and place it on the back of the envelope or package. Included additional postage on the article. The post office will not insure any box that rattles.
- D. First class mail consists of letters and written matter sealed against inspection.
- E. Second class mail consists of newspapers, magazines, and other periodicals when mailed by publishers or news agencies.
- F. Third class mail includes, but is not limited to, advertising, merchandise, books, catalogues, and other miscellaneous materials.
- G. Third class mail (bulk) must bear the inscription NONPROFIT

ORGANIZATION US POSTAGE PAID PERMIT 81 KILLEEN, TX. When bulk mailings arrive at the mail room they must be sorted and counted accurately. The bulk mailing permit number for the District is #81. Two copies of the statement go to the KPO and one will be returned to the Mail Room after the KPO has verified the count. This copy is filed in the bulk rate file.

- H. Fourth class parcel post mail is merchandise, printed matter, etc, weighing 16 ounces or more. Postage is determined by weight and distance mailed.
- I. Special fourth class consists of books, annuals, 16mm or narrower films, printed music, printed objective test materials, medical information, sound recordings, manuscripts, and play scripts.
- J. Library rate mail includes the same material as special fourth class. LIBRARY RATE must be stamped on the article being mailed and each letter or package must show the return address and the name of the school.

### III. OUTGOING MAIL

- A. The postage meter is checked at 4:00 p.m. daily to cover the daily mail. Outgoing mail is stamped with the postage meter and delivered to the KPO.
  - 1. When the descending figure reaches \$1,000, contact Accounts Payable to initiate a check for \$20,000 to replenish the meter.
  - 2. In case of error with the postage, retain the entire envelope. When returned to the post office within one year of the stamped date a 90% refund will be received.
- B. **Special mail:** films and packages to be registered or insured and films too large for the mail box are taken to the post office daily. Do not put postage on the films or packages until the day they are taken to the KPO.
- C. **Outgoing mail:** Mail will be taken to the KPO at approximately 3:00 p.m. daily, in conjunction with the Fort Hood mail run. All registered, insured, and certified mail or large packages will be taken at this time.
- D. **Determining postage:** Read the USPS chart for the rate. All outgoing letters mailed from offices within the District will be sent first class unless otherwise instructed. Additional postage for certified, registered and insured mail must be included on the letter or package. Extra charges for return receipts are made as indicated on the USPS chart.
- E. **Determining the mail zone:** Note the ZIP code to which the article is being sent.

If the ZIP code is not on the letter, look it up in the code book or on the Internet at [www.usps.com](http://www.usps.com). Individuals will sometime ask to use this book, but it must never leave the mail room. The first three digits of the ZIP code are included on the chart. APO and FPO mail charges are determined by the US rate to the city of dispatch from the United States (New York, Miami, and San Francisco).

- F. **Forwarding mail:** If mail is obviously miss sent to the District, circle the street or city and put the envelope in the outgoing Killeen mail.
1. If an addressee is not on any of the faculty, payroll, dorm student, or miscellaneous mail room listings, check the forwarding mail files. If there is a card for the addressee, line through the address to the District (not the name) and initial it. Below or beside the lined through address, stamp PLEASE FORWARD and the new address. If the individual is not in the forwarding file, line through the address, initial CTC and stamp the envelope with a stamp which reads LEFT NO FORWARDING ADDRESS or ADDRESSEE UNKNOWN, RETURN TO SENDER. Be certain that you have lined through the District address or the mail will be returned. If done correctly, the envelope will be returned to the sender.
  2. Remind departing personnel to fill out change of address cards. Date them and after one year remove them from the file.
  3. At the close of each semester, remind dormitory resident assistants to have departing students fill out a change of address card.