INSTITUTIONAL DIRECTIVE 3-10

March 6, 2006

Title: Mail and Distribution System

I. Purpose

This directive sets forth the policy, procedures and responsibilities for the campus mail and distribution system.

II. Policy

It is the policy of Piedmont Technical College to prepare all mailings before releasing to the Post Office. Personal mail, incoming or outgoing will not be processed through the Campus Postal Services.

III. Responsibilities

Overall, responsibility for proper procedures and securing mail rests with the director of human resources, as well as specific responsibility for day-to-day management of the mailroom.

IV. Postage Procedures

A. Procedures for first, priority, express, standard A (old 3rd class bulk), standard B (old 4th class library rate and parcel post), special services, periodicals, third and fourth-class mail are:
   1. Each piece of mail must be weighed before applying proper postage.
   2. Review postage and fee charts for cost and apply postage as required.
B. First class postage stamp for personal use may be purchased at the Campus Shop.

V. Certified Mail

A. Weigh each piece for postage, check chart for certified fee.
B. In order to receive a return receipt indicating when mail was received by recipient, a green "Return Receipt Requested" form is filled out and attached to article to be mailed.
C. To show evidence of certified mail and to procure a "certification number," another form is filled out and attached to the article to be mailed.
D. When taken to the post office, it must be stamped by the postal clerk and the receipt must be kept for filing.

VI. **Insuring Packages**
  A. Each package or box must be individually weighed.
  B. Refer to the chart for weight, zone area and cost of package.
  C. Determine the amount of insurance on the article, refer to insurance fee chart and add amount to postage.
  D. Each article requires an insured number and must be entered in the "insuring book" supplied by the post office.
  E. The parcel must be stamped with insured number and required postage.

VII. **Library Rate**
  A. Printed matter, books or films may be sent library rate.
  B. The words "Library Rate" must be rubber stamped onto each packet or envelope.
  C. Each piece must be stamped with library rates and number in order to use library rate.

VIII. **Bulk Mailing**
  A. All mailings consisting of two hundred (200) or more addressed pieces or 50 pounds of addressed pieces will qualify and be processed as bulk rate. There are no exceptions to this policy without prior written approval of the college president. A form to request an exception to this policy may be obtained from the Mail Room located in building "F."
  B. Bulk rate mailings must be presorted in zip code order by the originator.
  C. Postage can be applied to the mailings by the postage machine for the correct bulk rate and any self-mailer printed materials prepared by the Office of College Communications will have the correct stamp applied.
  D. A US Post Office Form will be completed by the mailroom personnel and will accompany and be processed with each bulk mailing. A copy of this form will be maintained on file in the mailroom.

IX. **Mailing Lists –Presorting and Postal Bar Coding**
  A. In order for the college to receive the maximum discount on 1st class mailing (500 pieces or greater) or bulk rate mailing (200 pieces or greater), all mailing lists will be forwarded to the college Mail & Distribution by e-mail or manually on floppy or zip disks. The file should be in ACSII or Microsoft Excel format. The file must include the following fields:
    1. First Name
    2. Last name
    3. Street or PO Box Address
    4. City
    5. State
    6. Zip Code
  Any new mailing list should be created in Microsoft Excel and contain at least the above listed fields.

B. Each mailing list will be checked for accuracy of address deliverability and will be coded for both zip+4 and automation bar code. Two mailing list or files will be provided to the requestor:
1. A CASS & PAVE certified file which is 100 percent correct
2. An error report that can be corrected if possible and imported into the certified mailing list (if address corrections are available). Otherwise, these mailing pieces maybe sent at a much higher postal rate. The CASS & PAVE certification program only checks for the deliverability of the piece and for duplicates to the same person or address. It **will not** verify that the person listed lives at that address, but that the postal service has that address listed as a deliverable address, therefore, it is the division or office responsibility to maintain their mailing list using any and all resources available.
C. Once the final mailing list is certified, four (4) products can be produced by the college Mail & Distribution Center:
1. A certified mailing list file with an error report
2. Imprinted envelopes or postcards to a maximum of 9"X12"
3. Standard mailing labels
4. Depending on the overall size and thickness of items such as brochures or booklets, the address can be applied directly to the piece.
D. According to US postal regulations, each mailing list must be CASS & PAVE certified every six months or less to qualify for discounts. All existing mailing lists should be scheduled to be processed through the SmartMailer software in order to maintain them as near 100 percent correct as possible at all times. This will not be a few days service, at first, until all mailing lists are certified for the first time and all error reports have been corrected. Direct coordination between the division/office coordinator and the college Mail & Distribution personnel is strongly recommended.

X. **United Parcel Service (UPS)**
A. UPS pick-up service will be provided daily from building "F" for official Piedmont Tech packages only. This service is not available for personal shipments at any time.
B. Each package will be processed by the mailroom personnel, but the sender must provide the following information:
1. Each package must have a properly applied mailing label to include street name and number (P O Box numbers can not be processed) with complete Piedmont Technical College return to include office code. Packages must be brought to the mailroom in building "F" no later than noon on the day the sender desires the package to be shipped.
2. Each package will automatically be insured for the sum of one hundred dollars ($100). If additional insurance is required, the sender should affix a note to each package stating the correct total contents value.

C. Every effort should be made to use normal surface shipment instead of next day or second day air.

D. Questions regarding shipment restrictions, such as to maximum weight or maximum and minimum size should be addressed to the mailroom at extension 8342.

XI. **Piedmont Technical College Mail Room Schedules:**
Mail pick-up and delivery for all divisions is in room 170A in "A: building. Exception: Buildings "R", "V", and Literacy Council.

8:30 a. m. - 9:45 a.m.	Pickup and distribute mail in the President's office and "A" building, Literacy Council, buildings "R", "V", and "GA".
9:45 a.m. - 10:00 a.m.	Process outgoing mail as required in building "F."
10:00 a.m. - 10:30 a.m.	Pickup mail at Greenwood Post Office.
10:30 a.m. - 11:00 a.m.	Sort and distribute incoming mail and distributions in the mail room of building "A."
1:00 p.m. - 2:00 p.m.	Process outgoing, UPS, and bulk mailings.
2:00 p.m. - 3:00 p.m.	Pickup and process outgoing mail from building "A", Literacy Council, and buildings "R", "V, and "GA".
3:00 p.m. - 3:45 p.m.	Deliver outgoing mail to the Greenwood Post Office, and process any mail requiring special handling at the postal clerk station.
4:00 p.m. - 4:15 p.m.	Process outgoing SC inter-agency mail.

XII. **Allocation of Postage Costs:**
At least monthly, each executive officer, dean or major cost center manager will be charged for the USPS and UPS charges for that month. Charges are reported to the Accounting Department for posting in the Banner Finance. Backup documentation will be on file in the Accounting Office, "GA" building.

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