Article: Mail Services

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**Topic**
Business Administration [1]

**Policy Number**
200-15

**Reviewed Date**
November 21, 2013

**Responsible Office**
Office of the Senior Vice Chancellor, Finance and Administration [2]

**Purpose**
This policy delineates guidelines for the use of centralized campus mail services.

**Definitions**

**Box Number**

The corresponding four-digit number assigned to a mail stop that serves as the four-digit suffix to the UCSF unique zip code (94143) for all U.S. mail. The Box number is not a P.O. box.

**Franking Number**

An up to four-digit number used to identify a department's budget authorization account for recharge of postage or other mail services.

**Mail Stop**

The single designated mail delivery and collection point that designates the building and room number of the Box number.

**Policy**

Complete mail services are provided for official University business and include the receipt, distribution, collection, and dispatch of campus, intercampus, commercial carrier, and United States Postal Service (USPS) mail and packages. The University is not responsible for loss or damage to personal mail and packages sent through the campus mail system.

A. Departmental Mail Locations
1. Campus units may obtain or change a mail stop by submitting a written request to the Mail Services Manager. The mail stop delivery and collection point designations must be the same.

2. Mail will only be delivered to and collected from a designated mail stop. Each piece of mail must contain a valid delivery address.

3. Changes in an individual's campus address should be initiated by the employee's department through On Line Payroll Personnel System or through Medical Center Human Resource as appropriate.

4. Departments are responsible for informing correspondents of the forwarding address of persons who have left the department. Notations of the person's forwarding address should be made on the mail before returning it to Mail Services.

B. Mail Preparation

1. Campus mail address format should include the individual's name, department, and box number. Mail without a box number is subject to delay.

2. Intercampus mail addressed to San Francisco General Hospital, Veterans Affairs Medical Center, and UCSF/Mount Zion Medical Center may be sent via campus mail.

3. Mail to other UC campuses (Berkeley, Davis, Irvine, Los Angeles, Merced, Riverside, San Diego, Santa Barbara, and Santa Cruz) and UC Office of the President requires postage. All outgoing mail and packages must include the department's franking number as part of the return address, unless postage is used.

4. Incoming U.S. mail should contain the campus box number through the use of the zip code plus the four-digit suffix format.

5. All outgoing mail and small packages are treated as first class mail unless otherwise designated.

C. Postage Metering, Purchase of Postal Materials, and Other Costs

1. A franking number is issued along with a box number request. For a fee, additional franking numbers may be obtained by submitting a written request to the Mail Services Manager.

2. Mail stop recharges are established using a costing methodology approved by campus administration and are reviewed annually by the Users’ Committee for Mail Services.

3. Postage by a metering machine (used with franked mail) and overnight mail are billed at cost plus a surcharge.
4. The installation and use of postal meter machines by campus departments is discouraged and requires prior written approval of the Campus Cashiering Coordinator.

5. Departmental purchases of postal materials through Mail Services are by franking or an authorized budget number; cash is not accepted.

D. University Permit Usage

1. The University’s nonprofit mailing permits, which include business reply mail, publications, nonprofit standard mail and first class mass mailing, may be used by departments for mass mailings of more than two hundred (200) pieces of identical mail.

2. Departments must submit a written request to the Mail Services Manager to obtain a permit. Depending upon permit type, approval may be required each time it is used.

Responsibilities

Contact Distribution, Storage & Mail with any questions.

References

- Distribution, Storage & Mail Website [3]
- UCOP Business & Finance Bulletin BUS 65 - University Mail Services

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