UNDELIVERABLE MAIL

Section: Residence Halls

Policy: University Housing staff will handle undeliverable mail in accordance with U.S. Postal guidelines.

Purpose: The purpose of this policy is to provide guidelines for the proper handling of undeliverable mail in the University Housing residence halls.

Scope: This policy applies to all staff who process mail that is delivered to University Housing residence halls.

Procedure:
I. Forward and Return Mail Tub
   A. Staff members will place mail to be forwarded or returned to sender, whether on campus or off campus, in the forwarded and returned mail tub.
   B. For mail to be forwarded, staff members will draw a diagonal strike through the old address then place a label over the old address and write new address, without marking through the barcode. When staff place the label over the old address, leave the name intact and visible unless it is on the new address label.
   C. For mail to be returned to sender, staff members will mark the package with "return to sender" or "RTS." Do not mark through the barcode.

II. Bulk Mail Tub
   A. Staff members will place undeliverable bulk mail in a separate tub labeled "Bulk." It is not necessary to mark the mail in any way.
   B. To save space, desks with smaller mailrooms may combine forward and return to sender mail in the same tub as undeliverable bulk mail.

III. Undeliverable and Unclaimed Packages Tub
   A. Packages that are not claimed by the owner within 10 calendar days, from the first delivery notification, are deemed as unclaimed and treated as abandoned property. Refer to the unclaimed and undeliverable packages policy for more details.
   B. The owner of some packages cannot be identified. Delivery services, such as Amazon, do not pick up undelivered packages and return them to sender. In this event, packages will be treated as abandoned property. Refer to the unclaimed and undeliverable packages policy for more details.

IV. Endorsements
   A. There are five U.S. Postal Service authorized endorsements, all of which should be handled like first class mail. They are:
      1. Address Service Requested
      2. Forward Service Requested
      3. Electronic Service Requested
      4. Change Service Requested
      5. Return Service Requested
B. For all the five endorsements listed above, staff members should write the forwarding address on the mail, if available. If not, write “Return to Sender” noting the appropriate reason for non-delivery.

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