

## **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 University Housing residence halls.

**Procedure:**

- I. Forward and Return Mail Tub
  - A. Staff members will place mail to be forwarded or returned to the 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 in tack unless it is on the new address label. Forward and return mail can be place in the same tub as bulk mail.
  - C. Staff will mark 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.
  
- III. 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.

Revised and approved by management team: April 26, 2022

Revised: February 27, 2019

Revised: January 27, 2017

Revised: November 2016