

## **UNDELIVERABLE MAIL**

**Section:** Residence Halls - All 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. Staff will also place yellow mail delivery notices that have been marked with a forwarding address or "Return to Sender" in this 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.
- C. Staff will affix a "return to the sender" a stamp on all mail that should be returned to the sender, along with the reason for its return. Do not mark through the barcode. Campus Mail will provide a stamp if needed.

#### **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. Staff members will print the words "Pre-Sort Standard" or "Non-Profit" on mail going into this tub. If this phrase or word does not appear, the piece of mail is not considered bulk and must either be forwarded or returned to the sender and placed in the forwarded and returned mail tub.
  1. Do not confuse "Pre-Sort Standard" with "Pre-Sort 1<sup>st</sup> Class." Staff will handle "Pre-Sort 1<sup>st</sup> Class" mail as 1st Class mail, and forward or return to the sender.
- C. None of the mail going into the bulk mail tub can have any endorsement. If it has an endorsement, staff members must either forward or return to the sender and place it in the forwarded and return mail tub.

#### **III. Endorsements**

- A. There are five U.S. Postal Service authorized endorsements, four of which should be handled the same way. They are:
  1. Address Service Requested
  2. Forward Service Requested

3. Electronic Service Requested
  4. Change Service Requested
- B. For all the four endorsements listed above, staff members should write the forwarding address on the mail, if available. If not, stamp "Return to Sender" noting the appropriate reason for non-delivery.
- C. The other type of endorsement is "Return Service Requested." For this endorsement, staff members do not forward. Stamp "Return to Sender" on the mail, noting the reason for non-delivery. Provide a forwarding address if you have one, but in all cases return the mail to the sender. This is to notify the sender of the forwarding address, if there is one.

Revised: February 27, 2019

Revised: January 27, 2017

Revised: November 2016