General Information

- Campus Mail Service is one of the most important functions of Stony Brook University. There are several basic features of Campus Mail Services; as a provision for faculty and staff, Campus Mail Services:
  - Sorts and Delivers all incoming United States Postal Service Mail
  - Pick up, meter and mail out all university related outgoing mail
  - Distribution of Campus Forms
  - Ordering and distribution of U.S.P.S. stamps for campus community

- The Campus Mail Room is located in the Central Services Building. The hours of operation are 8:00am to 5:00pm Monday through Friday.
Campus Mail Services is intended for university business only. Mail services should not be used by the campus community for non-university business purposes. Inter-office mail service should be used only for official University correspondence and must not consist of personal material, solicitations and or catalogs. Materials that should not be sent through Campus Mail include stapled items, currency, library books, liquids, medical supplies, personal items, and office supplies. Mail Services reserves the right to return any mail piece to sender if the item is determined to be of a personal nature.
Campus Mail Cont’d

- Inter-office mail is picked up from each department once a day. When the morning mail is brought back to the Mail Services main sorting area, all departments routed for afternoon delivery will receive inter-office mail picked up from that morning. Otherwise, every department will receive all other articles slated for delivery the very next morning.

- Upon request, Mail Services will delivery a hand carry article, strictly from one department to another, person to person.

- To avoid delays in mail processing and ensure rapid delivery, inter-office mail should be addressed with the following rules in mind:
  - Room numbers etc. should never be used - - -
  - It is essential to include the departmental zip+4 extension in the mailing address. Please adhere to the format below:
    
    **Recipient's Name** (if Applicable)
    **Department Name**
    **Campus Zip + 4**
Sorting Procedures

- Mail is delivered to the Campus Mail Services daily by 8:00am.
- All mail that is received through the campus mailroom is sorted by mail destined for on and off-campus delivery in letter/flat/parcel form-security checked.
- Mail received from the United States Postal Service is sorted as soon as it arrives. This mail must be sorted before deliveries can be made.
- Mail is sorted in the Central area of the mailroom. With a total of two hundred and eighty eight (288) slots for departments, faculty and staff, mail for the departments and offices are then sorted into the routes accordingly.
Campus Zip Codes

- Campus zip codes are issued on the following basis:
  - An existing department moves from one location to another.
  - An existing department splits and creates a division.
  - A new department is created.

An email is requested from departments who require zip code assistance. A written request is necessary. Please email louise.melious@stonybrook.edu for all zip code requests.
Mail Handling and In-Coming Processing

- Best ways to minimize risk to employees, faculty and staff, reduce costs, and increase the efficiency and effectiveness of the Mail Services operation is the centralizing of mail handling.
- Having a centralized mailroom reduces the risk of exposure to potentially dangerous mail being delivered by outside sources.
- Having a central location reduces costs by eliminating redundancies in locations, personnel and equipment.
- Establishing a trained staff to work at a single location increases the efficiency of our operations.
- Mail is screened for suspicious items when it first arrives at the mailroom for sorting.
Pick-Up and Delivery Procedures

- Each main university campus, hospital and satellite departments will receive a mail pick-up and delivery once a day. Some smaller, division of a department may receive mail service two or three times on a weekly basis.

- All pick-up and deliveries are made with the use of proper vehicles and equipment.

- Different accountable mail require special handling. They are
  1. Express mail
  2. Certified
  3. Delivery Confirmation
  4. Signature Confirmation
  5. Registered
  6. Insured
Out-Going Mail Processing

- Mail that has been picked up from departments each require the proper documentation and must be sorted by:
  - Letters
  - Flats
  - Parcels

- A completed mail requisition must accompany all mail. Mail picked up from departments is separated in postal bins for easy sortation when brought to the mail services center.

- Stony Brook address format should be consistent on routine correspondence for department mail. See below:

  **FORMAT**
  - Your Name (if applicable)
  - Mail Services
  - {Any optional address information *}
  - 100 Nicolls Road
  - Stony Brook, NY 11794-6999

  **EXAMPLE**
  - John Doe, Chair, Search Comm.
  - Mail Services
  - Central Services Bldg., Rm. 111
  - Mail Code 6999
  - Stony Brook, NY 11794-6999

- Please note, in general, room numbers, building names, etc., **should not** be included in your mailing address; the only situation where room numbers are used is when you expect to receive delivery from a private shipper such as UPS, FedEx, or in the unusual instance when a hand delivered response to a mailing might be expected. The bottom two lines of your address must always be the street address and city, state and zip+4.

- Postage is required on all mail pieces, and is weighed on the electronic scale, keying in the appropriate class, zone and special service to calculate the proper postage.
Mail Tracking Classifications

- First Class mail offers customers methods on tracking items on the delivery point destinations. Special services are:
  - Certified Mail
  - Delivery Confirmation
  - Insurance – Priority Mail/Express
  - Return Receipt/Registered mail
  - Signature Confirmation
  - USPS Tracking
CERTIFIED MAIL SAMPLE 1

Inquiry Transaction Detail (Zoom)
STONY BROOK UNIVERSITY
STONY BROOK NY 11794

Item (GPP)
Package ID: 6113
Carrier: USPS Priority Mail - Commercial
Lbs: 2 Ozs: 5.5 ZIP: 11794 Zn: -
Operator: ROSEMARIE STUMBO System Key: 224725
Shipper: STONY BROOK UNIVERSITY 11794 NY
Meter: 54-0441121934 End Acct. Reg: 11,928,630
Package Type: Parcel

Address
70 MIDDLEVILLE RD
5TH FLOOR
DIPT OF VETERANS AFFAIRS
FEE RAIS BLDG 4E
70 MIDDLEVILLE RD
NORTHPORT NY 11768

Charges (Over)
Service: Value: Fees: Tracking Number:
Base Rate: 3.70
Certified: $22999615418130000000021744
Return Receipt: 140
Handling Charge: 140
Sub-Total: 12.55
Fees: 1.1
Total Charges: 12.66

Item Status
Delivery Status: SHIPMENT ACCEPTANCE
Date/Time Recorded: 6/17/2015 1:45:51 PM
Date/Time Shipped: 6/17/2015 2:37:30 PM
Est. Delivery Date: 06/22/2015
Delivery Date: 06/19/2015
Delivery Time: 11:22
Signed By: Q EURGY
Delay Late: 0
Hours Late: 0
Minutes Late: 0

Comments
Comments 1: 9171965000000063017722
Comments 2: Datacom bucket record

ARM Version 11.00.07
6/20/2015 8:03:34AM
CERTIFIED MAIL SAMPLE 2

Inquiry Transaction Detail (Zoom)
100 NICOLLS ROAD
STONY BROOK UNIVERSITY

Item Detail
Package ID: 9113
Carrier: USPS Priority Mail - Commercial
Loc: 2 Dist: 5.5 ZIP: 11794 Zone: 3
Operator: SUE CONSORS System Key: 224735
Shipper: STONY BROOK UNIVERSITY 11794 NY

Account
Account 2: 21130120
Account 2: BUSINESS OFFICE
Account 3: 21130120

Item Status
Delivered Status: DELIVERED
Date/Time Received: 6/10/2015 1:38:09 PM
Date/Time Shipped: 6/16/2015 2:47:01 PM
St. Delivery Date: 06/18/2015
Shipped Date: 06/17/2015
Delivery Time: 12:44
Signed By: D TRUSLOW
Days Late: 0
Hours Late: 0
Minutes Late: 0

Charges Detail
Rate: $7.50
Return Receipt: $1.00
Handling Charge: $1.50
Sub Total: $13.55
Total Charge: $14.55

Comments
Comments 1: 9171968900350004177965
Comments 2: DeltaDom bucket record

ARM Version 11.00.07
6/26/2015 8:02:13 AM
USPS TRACKING SAMPLE (REPLACES DELIVERY CONFIRMATION)
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</table>
NEW USPS TRACKING LABELS
NEW CERTIFIED MAIL LABELS
Non-Profit/Bulk Mailing

Non-Profit/Standard Mail (Permits 63 and 65 for Non-Profit or First Class Presort)

- When using permit imprint (indicia) mailings for University mailings, Mail Services requires a notification prior to the mailings in need of a pick-up. If university departments are using a printing vendor or mailing house to prepare the mailings, the postage statement must be submitted to Mail Services prior to postal delivery to receive the assigned MS number for each mailing.

- Information that is required from the departments is listed below:
  - Department name
  - Budget account number to charge for postage
  - Class of mailing (non-profit or first class presort)
  - Number of pieces in the mailing
  - Stipulate if mailing is Letter size, flats or parcels

  - This information should be sent to louise.melious@stonybrook.edu prior to mailing to verify postage funds are available.

List Hygiene

- Mail Services offers the most cost effective and efficient way to process bulk mailings. With up to date mail processing equipment, Mail Services software directly communicates with the United States Postal Service and can perform an address cleanse on each mailing list submitted for mailing. Mailing lists are processed through a National Change of Address (NCOA) program, and the “cleansed” mailing is good for 90 days.

Mail Preparation

- Mail Services provides L.I.F.T. Services - Labeling, Inserting, Folding and Tabbing and DPV (Delivery Point Validation) for campus departments of first class and non-profit mailings at cost effective postage rates. The basic requirements for non-profit mailings must include:
  - 200 piece minimum for non-profit and 500 piece minimum for first-class presort
  - Each piece must be identical in size, shape and weight
  - Foreign mail not acceptable
  - Please contact Mail Services for further information on mail piece design approval and mailing list expiration.
Billing

- The billing process is done on a monthly basis and is broken down in three components.
- Based on daily transactions that are generated from the processing machines, and all manuals are entered into the database, records are retrieved from the mail management system (ARM).
- Recharge reports are produced and separated by:
  - Affiliate Accounts
  - Research Account
  - State Accounts

1. **Affiliate billing**: Each account gets a detailed transaction report submitted to the Accounting department. Accounting generates an invoice, and mails to the affiliated departments for Mail Services. Payment for services gets deposited into the mail IFR account.

2. **Research billing**: accounts are batched in groups of 12 and printed on individual reports. These reports are submitted to Grants Management for approval and forwarded to Research Accounting for payment in to the Mail Services research grant number.

3. **State billing**: is submitted electronically to the Accounting Office with a detailed transaction report to accompany it. Accounting will in turn perform journal transfers to the appropriated accounts. Payments get placed into the mail interchange account.
## Do’s & Don’ts of Mail

<table>
<thead>
<tr>
<th>Do</th>
<th>Don’t</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Mail Services for special pick-ups on large mailings or packages.</td>
<td>DO NOT stand large flat size envelopes up in bins. Lay them flat for better stacking purposes.</td>
<td></td>
</tr>
<tr>
<td>DO call/email/fax for stamp or forms orders.</td>
<td>DO NOT leave mail requisitions loose with mail. Attach mail requisition with a paper clip for each specific classification of mail, ie: domestic, international, flats, letters, parcels.</td>
<td></td>
</tr>
<tr>
<td>DO seal all flat size envelopes.</td>
<td>Letter envelopes DO NOT have to be nested (flaps up).</td>
<td></td>
</tr>
<tr>
<td>DO use up to date account information for mail and BRM Processing.</td>
<td>DO NOT over stuff letter size (standard #9 or 10 size) envelopes.</td>
<td></td>
</tr>
<tr>
<td>DO use department name and zip+4 on all campus mail.</td>
<td>DO NOT include staples or paper clips on papers in envelopes, which can cause injury to user on processing machine.</td>
<td></td>
</tr>
<tr>
<td>DO RECYCLE all non-profit or standard rate material as it does not qualify for return to sender if it is not wanted.</td>
<td>DO NOT mail irregular objects such as pens or keychains in standard white envelopes, which will cause jamming of</td>
<td></td>
</tr>
<tr>
<td>NAME</td>
<td>EMAIL</td>
<td>TELEPHONE</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Louise Melious, Manager</td>
<td><a href="mailto:Louise.Melious@stonybrook.edu">Louise.Melious@stonybrook.edu</a></td>
<td>631.632.6348</td>
</tr>
<tr>
<td>Colin Pilkington, Supervisor</td>
<td><a href="mailto:colin.pilkington@stonybrook.edu">colin.pilkington@stonybrook.edu</a></td>
<td>631.632.6231</td>
</tr>
<tr>
<td>Adrianne Michelson, Billing</td>
<td><a href="mailto:Adrianne.Michelson@stonybrook.edu">Adrianne.Michelson@stonybrook.edu</a></td>
<td>631.632.2799</td>
</tr>
<tr>
<td>Maria Maloney, Forms &amp; Stamps</td>
<td><a href="mailto:Maria.Maloney@stonybrook.edu">Maria.Maloney@stonybrook.edu</a></td>
<td>631.632.6297</td>
</tr>
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