

VCU'S OFFICIAL MAIL SERVICES

THIRD QUARTER NEWSLETTER

FEBRUARY 2019



Do We Have Your Correct Information?

It's that time again. In an effort to keep our records up-to-date, we want to confirm the contact information we have on file for your department is accurate. Your department should have received a memorandum from VCU Mail Services with a contact information form included. Please return completed form to Mail Services by Wednesday, February 6, 2019. Email mailsvc@vcu.edu with questions.

Quality Control for Outgoing Mail

The following procedures and Mail Services' requirements are in place to reduce the risk of unauthorized outgoing mail from being processed and stamped by VCU Mail Services.

- All mail **MUST** have the department's six-digit box number in the return address. Any mail not containing this information will be returned to the department.
- Each department **MUST** include a signed, VCU postage meter mail charge card with all outgoing mail deposited for postage metering.

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Did You Know?

Most of the university and hospital mail is processed at a discounted rate.

In order to take full advantage of these postage discounts, we need your help. Please separate your handwritten addresses from your typed addresses; there is a higher discount applied when typing addresses or applying labels versus handwriting the addresses. This will also help with expedited mail processing and our ability to determine the most economical and cost savings option(s) for your department.



We Want to Hear From You

Our promise and commitment is to provide "R.O.C." customer service (Right the first time, On time, Cost effectively). Has our Mail Services team provided you with superior customer service? Please assist us in our efforts to serve you better by taking a few moments to complete the online Customer Comment Card located on our homepage at www.bsv.vcu.edu/mailservices. All feedback will be sent directly to our Contract Administrator. Our company recognizes exceptional customer service providers.

EXAMPLE FORMAT FOR INCOMING AND OUTGOING MAIL BY LINE

Addressing Standards

- 10 to 14-point Sans Serif type fonts with uniform stroke thickness and clear vertical space between letters.
- Type or machine print in dark ink on a light background. Left justify every line.
- Use two-letter state abbreviations. One space between city and state, two spaces between state and zip code. Always use correct zip code + 4.

Jane Doe
123 Anywhere St.
City, State 12345

MR. JON DOE
UNIVERSITY MAIL SERVICES
VIRGINIA COMMONWEALTH UNIVERSITY
1622 OWNBY LN
BOX 980172
RICHMOND, VA 23298-0172

Lines 1, 2 and 4 are optional lines. They may be used if needed.

Lines 3, 5 and 6 are mandatory lines on all addresses to comply with USPS Automation formats.

The nine-digit zip codes apply to the PO Box number, NOT the street address.

... Line 1: Attention Line

... Line 2: Department Name Line

... Line 3: FIRM NAME LINE

... Line 4: Street Address Line

... Line 5: DELIVERY ADDRESS (BOX #)

... Line 6: CITY, STATE and ZIP CODE + 4

HOURS OF OPERATION AND PICK-UP/DELIVERY TIMES

VCU Mail Services Hours:

Monroe Park Campus Mail Center: 8AM-2PM
MCV Campus Mail Center: 8AM-2PM
Mail Processing Center (Ownby Lane): 6AM-5PM

Morning MCV Campus: 8:30AM-10AM
Morning Monroe Park Campus: 9AM-12:30PM
Afternoon MCV Campus: 2PM-3PM
Afternoon Monroe Park Campus: 1PM-3PM
Alternate Delivery Service: 10AM-1:30PM
Student Commons Drop Box: 10AM & 2PM

Important Phone Numbers and Contact Information:

Mail Services	8-1343	mailsvc@vcu.edu
Donnette Haynes, Service Delivery Manager	8-3868	haynesds@vcu.edu
Kenneth Sifford, Asst. Manager, Aux. Services, Customer Relations	8-3868	klsifford@vcu.edu
Anthony Ray, Mail Operations Supervisor	8-1343	adray@vcu.edu
Fax Number	8-5894	
Clerk-on-Duty, Valentine House - Monroe Park Campus Mail Center	8-1577	
Clerk-on-Duty, VMI Building - MCV Campus Mail Center	8-1344	
USPS Zip Code Information	1-800-275-8777	