

VCU'S OFFICIAL MAIL SERVICES

FOURTH QUARTER NEWSLETTER

APRIL 2019



Meter Mail Cards – Don't Delay!

VCU Mail Services is experiencing an increase in mail that does not have an accompanying meter mail card. Please make sure a postage meter card is attached to each bundle of mail. Mail received with no meter card attached will be returned to the department.

Please help reduce human error and manual entry by discarding old meter mail cards and recreating a newer, equipment-friendly and legible barcode. Meter cards can be found and created at:

<http://apps.bsv.vcu.edu/MailServices/MeterMail/default.asp>

Accountable Mail or Mail Needing Special Services

Mail in need of special attention, such as a trackable option (Express, Priority, Certified, Insured, etc.), requires a proper form. To receive these forms, contact Mail Services and they will be shipped via campus mail. If the mail is urgent and needs to be sent the same day, please visit Mail Services (locations listed on last page) to obtain the forms in person and have the meter mail form flagged. A VCU email will be required so the tracking number can be sent via email.

NOTE: Mail Services does not complete custom forms for international mail

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Did You Know?

VCU Mail Services processes all inbound USPS and campus mail to 298 departments daily. Last year, the department sorted 5,391,334 pieces of campus and inbound mail, which equates to a daily average of about 21,394 pieces. In addition, VCU Mail Services processed 2,316,099 pieces of outbound mail which equates to about 9,190 pieces of mail daily.



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 bsv.vcu.edu/mailservices. All feedback will be sent directly to our Contract Administrator. Our company recognizes exceptional customer service providers.

AUXILIARY SERVICES

VCU Mail Services offers daily mail delivery and pick up services. Not on a mail route? You can be within a week! Please contact Donnette Haynes at haynesds@vcu.edu for more information. Reference "Mail Delivery Inquiry" in the subject line of your email.

In addition to mail delivery and pick up services, VCU offers full reprographic and addressing services here on campus. We offer easy billing; just provide your Banner Index or Lawson AU and we will electronically bill you following the completion of your job. It's seamless to you. Give us a call today to inquire about the many services we offer or please visit our website at: <https://bsv.vcu.edu/mailservices/services/available-services/> for a list of services we offer.

Being a part of the university community allows VCU Mail Services to offer:

- 1 **Competitive Pricing**
 - Price matching
 - The most affordable postage rates
- 2 **Seamless Internal Billing**
 - No PO required
- 3 **Fast Turnaround**
 - Most projects are printed and in the mail within 2-4 business days
 - Able to accommodate rush jobs in 48 hours or less

Start-to-finish, on campus and off, VCU Mail Services can take care of publishing and delivering your next project. Call for a quote today, 804-828-1343.



TAKE A BREAK AND SEARCH FOR THE MANY SERVICES VCU MAIL OFFERS:

R	R	A	G	Z	Y	U	F	Z	M	J	B	J	E	R	ADDRESSING
E	N	T	N	E	T	G	E	K	M	D	L	Y	S	N	BULK
W	O	A	I	J	G	N	O	G	L	X	W	E	C	C	COLLATING
J	H	D	S	G	N	I	O	U	N	U	Z	Q	F	O	DATA
Y	X	D	S	F	I	S	R	J	K	I	B	Z	J	A	FOLDING
S	Y	B	E	X	T	S	Y	G	L	W	B	K	Z	G	LABELING
E	O	H	R	T	A	E	B	G	N	J	P	B	T	H	MAILING
A	Q	W	D	G	L	C	C	I	G	I	M	V	A	V	NCOA
L	W	N	D	W	L	O	Y	K	A	C	D	Y	H	T	PROCESSING
I	D	S	A	T	O	R	P	C	H	E	C	L	W	P	REPROGRAPHICS
N	Y	H	K	C	C	P	E	E	I	R	X	Q	O	U	SEALING
G	R	E	P	R	O	G	R	A	P	H	I	C	S	F	TABBING
G	P	V	Z	E	N	L	A	B	E	L	I	N	G	S	
Y	V	Y	A	W	E	F	H	M	A	I	L	I	N	G	
S	N	W	K	Y	S	L	A	R	K	X	B	G	A	E	

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

Pick-up & Delivery Times:

• 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	