

VCU'S OFFICIAL MAIL SERVICES

FIRST QUARTER NEWSLETTER

AUGUST 2020



Updating Your Information

VCU Mail Services will be sending a memo with the physical address information we currently have on file. Please confirm if the information is accurate, and return the original memo to Donnette Haynes at Box 980172.

COVID-19 Impact

Our satellite locations are now open Monday through Friday (except University holidays) from 8 a.m. to 2 p.m. There is floor signage to assist with keeping six feet between customers, as well as plexiglass at each service window.

Mail Services has also resumed mail delivery and pick up services. With some departments still teleworking or working with limited hours on campus, we ask that you contact us to advise what days the employee(s) are in the office so that accountable mail (mail requiring a signature) can be delivered.

Fiscal Year-End / Mail Services Related Chargebacks

The final bill for the 2019-2020 fiscal year was processed on June 16, covering charges up to June 12, 2020. For an overview of mail charges, please visit our website. Please note during this time, many grant codes expire. To make the billing process as seamless as possible and to avoid delays, please advise departmental users of any changes to account codes.

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.



VCU Mail Services #FindsARainbow *A Note from the Manager and Assistant Manager*

As frontline and essential employees during this trying time, we found time to "find a rainbow." The rainbow hunt originated in Italy with families posting rainbows in their windows during their ongoing COVID-19 shutdown.

Chaunie Brusie (nurse.org) says, "we know we are going through a storm right now, but after the storm comes the rainbow. And now, more than ever, people are trying to remind themselves to keep searching for that rainbow after this storm."

Starting as a friendly competition between our Mail Services manager and assistant manager, there was one rule: "as long as your picture incorporates a rainbow in some form." We took our ideas home and then to paper and returned to work with our finished masterpieces. We posted the two pictures and marked them "A" and "B" and asked all employees to vote. With employees joining the competition, the rainbow artwork grew. Our team has enjoyed walking into Mail Services with a daily reminder **after the storm comes a rainbow**. The picture to the right shows some of the art pieces created by Mail Services employees.



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):	8AM-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, Customer Relations	8-3868	klsifford@vcu.edu
Anthony Ray, Mail Operations Supervisor	8-1343	adray@vcu.edu
Richard Baugham, Auxiliary Services	8-1343	rabaugham@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	