VCU'S OFFICIAL MAIL SERVICES

SECOND QUARTER NEWSLETTER

DECEMBER 2019



Winter Closing, Christmas and New Year Schedule

The university will be closed from Monday, December 23, 2019 until Monday, January 6, 2020. To assist our customers, VCU Mail Services will operate under special hours at all of our facilities. Mail Services will strive to keep the mail flowing during the winter closing.

VCU Mail Services will observe (close) on the university scheduled holidays of December 25 and 26, 2019 and January 1 and 2, 2020. On December 23, 24, 27, 30, 31, 2019 and January 3, 2020, our facilities will be open from 8:00 a.m. to 1:00 p.m. on the MCV Campus and from 10:00 a.m. to 12:00 p.m. on the Monroe Park Campus. All incoming mail will be sorted and posted to the mailboxes daily. All outgoing mail received before the facilities close will be processed the same day.

Departments currently receiving pickup and delivery services must contact VCU Mail Services in writing or by email to request services during the winter closing. Otherwise, mail deliveries will resume on Monday, January 6, 2020. Please be on the lookout for our "Special Hours of Operation" memo for more information in the coming weeks.

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

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.



2019 Holiday Shipped Dates for Contiguous U.S.

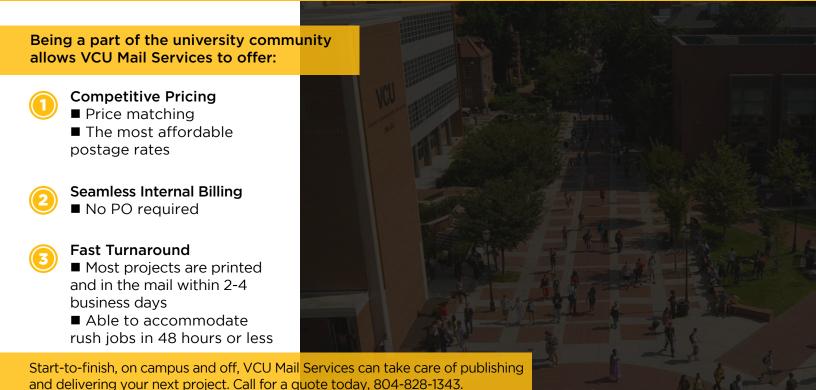
Recommended send-by dates for expected delivery before December 25.

Domestic Mail Class/Product	Date (excluding Alaska & Hawaii)	
First-Class Mail® Service	December 20	
Priority Mail® Service	December 21	
Priority Mail Express® Service	December 23	
USPS Retail Ground®	December 14	

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.



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:

USPS Zip Code Information

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

Pick-up & Delivery Times:

1-800-275-8777

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	