

# 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](mailto: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.



# 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, 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 |                   |