

VCU'S OFFICIAL MAIL SERVICES

SECOND QUARTER NEWSLETTER

NOVEMBER 2020



Thanksgiving Schedule

In observance of Thanksgiving, VCU will be closing early on Wednesday, November 25. On that day, VCU Mail Services will close at noon on the Monroe Park and MCV Campus and at 1 pm at the Ownby Main Processing location. Mail Services will be closed all day on November 26 and 27 and will reopen on Monday, November 30.

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Winter Closing and New Year Schedule

We will be closed for the university's holidays on December 24- 25 and January 1, 2021. Our facilities will be open December 21-23 and December 28-31 from 8 am- 12 pm on MCV Campus and from 10 am- 12 pm 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 4, 2021. 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 bsv.vcu.edu/mailservices. All feedback will be sent directly to our Contract Administrator. Our company recognizes exceptional customer service providers.



2020 Holiday Shipping 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 18
Priority Mail® Service	December 19
Priority Mail Express® Service	December 23
USPS Retail Ground®	December 15

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.



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	