

VCU'S OFFICIAL MAIL SERVICES

SECOND QUARTER NEWSLETTER

NOVEMBER 2018



VCU Mail Services' Holiday Schedule and Hours

Thanksgiving: VCU Mail Services will observe the university holidays by closing early on Wednesday, November 21 and closing all day on Thursday, November 22 and Friday, November 23, 2018. We will close at noon on Wednesday at both the Monroe Park and Medical Campus satellite locations and close at 1:00 p.m. at the main processing station located on Ownby Lane.

Christmas, New Year & Winter Shutdown: The university will be closed from Friday, December 21, 2018 until Tuesday, January 1, 2019. To assist our customers, VCU Mail Services will operate under special hours at all facilities. Mail Services will strive to keep the mail flowing during the winter closing.

VCU Mail Services will observe (close) for the university scheduled holidays on December 24, 25, 31, 2018 and January 1, 2019. On December 26, 27, and 28, 2018, 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 mail boxes 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 service during the winter closing. Otherwise, mail deliveries will resume on Tuesday, January 2, 2019.

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

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Ordering Stationery – Did You Know?

The VCU-approved vendor for ordering stationery is B&B Printing. Did you know the university has two unique zip codes and that your zip code corresponds with your box number?

If your box number begins with "98" your zip code should be 23298 (the last four of your box number); if your box number begins with "84" your zip code should be 23284 (the last four of your box number). For illustrative purposes only, see below:

VCU Mail Services
Box 980172
Richmond, VA 2329 8 - 017 2

Before ordering stationery, we encourage you to contact Mail Services to confirm addressing information before proceeding with production approval.

2018 Holiday Shipping Deadlines

INTERNATIONAL	GLOBAL EXPRESS GUARANTEED® (GXG)***	PRIORITY MAIL EXPRESS INTERNATIONAL® (PMEI)	PRIORITY MAIL INTERNATIONAL® (PMI)	FIRST-CLASS PACKAGE INTERNATIONAL SERVICE® (FCPIS)
Mail Addressed To:	MAIL BY:	MAIL BY:	MAIL BY:	MAIL BY:
AFRICA	DEC. 19	DEC. 8	DEC. 1	DEC. 1
ASIA/PACIFIC RIM	DEC. 19	DEC. 15	DEC. 8	DEC. 8
AUSTRALIA/NEW ZEALAND	DEC. 20	DEC. 15	DEC. 8	DEC. 8
CANADA	DEC. 20	DEC. 15	DEC. 8	DEC. 8
CARIBBEAN	DEC. 20	DEC. 15	DEC. 8	DEC. 8
CENTRAL & SOUTH AMERICA	DEC. 18	DEC. 8	DEC. 1	DEC. 1
EUROPE	DEC. 20	DEC. 15	DEC. 8	DEC. 8
MEXICO	DEC. 19	DEC. 15	DEC. 8	DEC. 8
MIDDLE EAST	DEC. 20	DEC. 15	DEC. 8	DEC. 8

Proposed USPS postage rate changes for 2019

On October 10, 2018, the U.S. Postal Service proposed price changes to take effect in 2019.

Here's what you need to know:

- The proposed changes will be reviewed by the Postal Regulatory Commission (PRC)
- Decisions from the PRC are expected in mid-November 2018
- The new prices, if approved, will go into effect on January 27, 2019

Highlights of the proposed prices changes:

	Current	New	Change	% Change
Stamped Single-Piece	\$0.50	\$0.55	\$0.05	10.0
Metered Single-Piece	\$0.47	\$0.50	\$0.03	6.4
MAADC Automation	\$0.424	\$0.428	\$0.004	0.9
AADC Automation	\$0.408	\$0.412	\$0.004	1.0
5-Digit Automation	\$0.378	\$0.383	\$0.005	1.3

First-Class Mail® single piece postcards will remain at \$0.35. There are additional classes of mail that may affect your department. More communication will come once the PRC approves the rate increase.

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.



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



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	