



FINANCE AND OPERATIONS
University Mail Services

MAIL 101



- Inter-departmental Mail
- Department Metered Mail
- Priority Mail
- Certified Mail / Return Receipt
- Print and Mail / Bulk Mail

UNC Mail Services
Jim Guza, Director



Campus Mail

Incoming mail addressed to the University:

1. Persons Name
2. University Name
2. Department
3. University Campus Box number
4. City, state, and ZIP code

The correct address format is as follows:

John Doe
The University of North Carolina
Mail Services Department
Campus Box 1234
Chapel Hill, NC 27599



Every department has a key holder that is responsible for retrieving the mail from the department box.
Not every department picks up their mail every day

Campus Mail



We sort everything by Campus Box Number
Keep your campus box number updated
Alert Mail Services if your department is moving
Deliver twice a day to campus
Have outgoing mail to us by 3pm
Tracking System available

1. Go to DIRECTORY.UNC.EDU
2. Sign in, using your onyen account
3. Click on, “update personal information”
4. Scroll down to the “addresses” section
5. Update your campus box # and press “save”

UNC Directory Search

Account

- Account Information
- [Update Personal Information](#)
- [Change ONYEN Password](#)

Sending Mail from Department to Department



What information is needed?



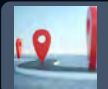
Turn-around time for deliveries on campus



Updating your campus box number



Large Mailings – Campus Box order



Where do you drop off the mail

University Mail Services utilizes four-digit Campus Box numbers for routing of mail within UNC-Chapel Hill.

Faculty and staff are responsible for updating their campus box number when beginning employment at UNC and when moving from one department to another.

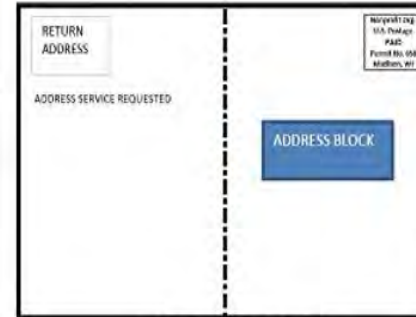
The campus directory contains current information, including campus box numbers, for faculty and staff.

Department Metered Mail



VERTICAL FLAT
Address ABOVE center

FLAT STANDARDS FOR ADDRESSING



HORIZONTAL FLAT
Address RIGHT of center



THE UNIVERSITY OF NORTH CAROLINA at CHAPEL HILL

University Mail Services

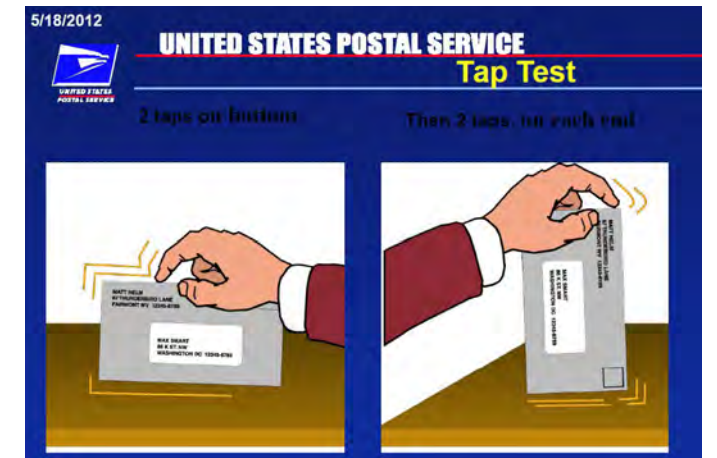
POSTAGE CHARGE AUTHORIZATION SLIPS

Click **Get Standard Slips** or **Get State Courier Mail Slips** below: you'll receive a QR coded page that identifies your charge account. Select **File > Print** and your slips will be sent to your printer.

***Required Fields**

Search Accounts, Email, Phone and Dept.
 Name
 Email*
 Phone
 Charmed Strings
 External Charge Code
 Department Name*
 Campus Box*
 Number of slips: 1 2 8 12 24
 Auto Fill slips with name and phone entered
 Print duplicate slips for your records. For each requested slip, a "watermarked" duplicate will also print for your records (cannot be used for mailings).

Note: Once you have printed a slip do NOT copy it for future use. Each slip has a unique number and reuse of that number will cause your mail to be rejected. You may copy the slip after it is filled in for your individual records.



Address Tips

- Get the address correct and it will get where it is going
- No cursive
- Print carefully
- Nothing on the envelope below the address



USPS Priority Mail



Same delivery time as first-class mail



Anything over 13 ounces is automatically Priority Mail



You can upgrade First Class Mail that is under 13 ounces



Tracking labels are available from the USPS



Flat rate boxes are available online and from UNC Mail



Parcels that weigh less than 13 ounces are sent out as First-Class Parcel Service



Certified Return Receipt

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
<ul style="list-style-type: none"> Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits. 	<p>A. Signature <input checked="" type="checkbox"/> X <input type="checkbox"/> Agent <input type="checkbox"/> Address</p> <p>B. Received by (Printed Name) _____ C. Date of Delivery _____</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No</p> <p>3. Service Type <input checked="" type="checkbox"/> Certified Mail <input type="checkbox"/> Express Mail <input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D. <input type="checkbox"/> Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes</p>
<p>1. Article Addressed to:</p> <p>Reggie Redbird 123 State St Normal IL 61761</p>	
<p>2. Article Number (Transfer from service label) # from certified mail slip</p>	
PS Form 3811, February 2004	Domestic Return Receipt 102995-02-04-1540



UNITED STATES POSTAL SERVICE

First-Class Mail
 Postage & Fees Paid
 USPS
 Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

Your Name
 Your Department
 Illinois State University
 Campus Box _____
 Normal IL 61790-_____

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
 Domestic Mail Only

For delivery information, visit our website at www.usps.com®.

OFFICIAL USE

Certified Mail Fee
 \$ _____

Extra Services & Fees (check box, and fee in appropriate column)

<input type="checkbox"/> Return Receipt (hardcopy)	\$ _____
<input type="checkbox"/> Return Receipt (electronic)	\$ _____
<input type="checkbox"/> Certified Mail Restricted Delivery	\$ _____
<input type="checkbox"/> Adult Signature Required	\$ _____
<input type="checkbox"/> Adult Signature Restricted Delivery	\$ _____

Postage
 \$ _____

Total Postage and Fees
 \$ _____

Sent To

 Street and Apt. No., or PO Box No.

 City, State, ZIP+4®

PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for Instructions

UNC Bulk Mail Permit

- It is important that you notify UMS of upcoming Non-Profit permit mailings in advance to ensure we have enough money in the permit account to cover the postage cost.
- Otherwise, the USPS will hold it until funds are made available

The screenshot shows the 'BULK MAIL REQUEST' form on the University Mail Home page. The page header includes navigation links for Accessibility, Events, Libraries, Maps, Departments, ConnectCarolina, and UNC Search. The University of North Carolina at Chapel Hill logo is visible. The form is titled 'BULK MAIL REQUEST' and includes a section for '*Required Fields'. The form fields are: Onyen (with a 'Lookup' button and a note 'Defaults Name, Email, Phone and Dept'), Name, Email*, Phone, Chartfield String* (with a dropdown menu showing 'onyen lookup to list accounts' and a 'Detail' button), External Charge Code, Department Name*, Campus Box*, Vendor Name*, Vendor Contact*, and Vendor Phone*. At the bottom of the form are 'Submit Request' and 'Clear Form' buttons. The footer contains a list of links: Alert Carolina, Contact, Departments, Directory, Employment, FAQs, ITS, Privacy Policy, Accessibility, and RSS Feeds. The copyright notice at the bottom reads 'University Operator: (919) 962-2211 | © 2022 The University of North Carolina at Chapel Hill'.



FIRST CLASS IS
ACTUALLY
FULL-COST



200-PIECE
MINIMUM
ZIP-CODE
ORDER



NON-PROFIT CAN
TAKE LONGER TO
DELIVERY THAN
FIRST CLASS



NON-PROFIT MAIL
IS NOT RETURNED
UNLESS YOU USE
ANCILLARY
ENDORSEMENT



ANCILLARY
SERVICE
ENDORSEMENTS
GOOD CHOICES
AND BAD
CHOICES

Print & Mail

Printers can work with you on design choices to maximize postage discounts and make sure your mailing is accepted by USPS.



Consultation Questions

- What are you mailing? Letter? Flat? Newsletter?
- How many pieces?
- How much does it weigh and what is the size?
- When does it need to be delivered?
- What are in the contents?
- Are all the mail pieces uniform?
- The Official Mailing Manual of the USPS is 1313 pages long.
- We can help or know who to ask for help.



Bulk Mail and Addressing

- Two ways to correct your addresses:
 - Before you send the mail piece.
 - After you send the mail piece.
- Endorsements the method you use after you send the mail pieces.
- Since that is costlier for the USPS it will be costlier for you.
- For Non-Profit rate you will be charged a fee for using an endorsement.



Cass Certification

Tells you if that address exists.

NCOA

Tells you where that person moved.

Reduces Return Mail helping you save time and money.

Mail Piece reaches recipient on time.

NCOA every 90 days to get a discount.

Apartment numbers, suite numbers and floor numbers are the most common address mistakes that CASS corrects.

10 YEARS AGO



NOW





Campus Mail

Mail Services Operational hours are 8:00 a.m. to 5:00 p.m. Monday through Friday.

Mail Services is closed on all University Holidays.



Website:

<https://enterprises.unc.edu/mail/>

Postal Charge Authorization Form:

<https://portal.facilities.unc.edu/masterpg/slipMain.aspx>

Campus Box Look-up Form located:

<https://portal.facilities.unc.edu/masterpg/cbLookUp.aspx>

Department Move Form located:

<https://enterprises.unc.edu/mail/about/campus-box-form/>

Phone: 919-962-1139

mailservices@unc.edu

Jim Guza

jim.guza@unc.edu

919-962-3042