

SUNY Cobleskill Mailroom Policies and Procedures

Contact Information:

Office Phone Number: (518) 255-5510

Email Address: mailroom@cobleskill.edu

Location: Bouck Hall Room 029

Hours of Operation

Regular Hours

When classes are in session, the Mailroom is in operation:

Monday – Friday 8:00 a.m. – 4:15 p.m. (window is closed from 1:00 p.m. – 1:45 p.m.)

Break Hours

When classes are not in session the Mailroom is in operation:

Monday – Friday 8:00 a.m. – 4:15 p.m. (window is closed from 1:00 p.m. – 1:45 p.m.)

Summer Hours (May – August)

Monday - Friday 7:30 a.m. - 3:30 p.m. (window is closed from 1:00 p.m. – 1:30 p.m.)

Mail Pick-Up and Delivery Schedule

- All USPS Mail for the campus is received from the Post Office daily Monday – Friday, mornings.
- Once mail is sorted, USPS Mail and intra campus mail is delivered to all academic buildings daily Monday – Friday.
- All USPS Mail must be in the Mailroom by 2:00 p.m. for processing.
- All Outgoing USPS Mail is delivered to the Post Office daily Monday – Friday at 2:30 pm.

Mail Services for Faculty and Staff

Current Services Provided:

- Pickup and delivery to academic buildings once daily.
- Daily delivery Monday through Friday to Student Mailroom.
- Processing college mail requiring postage – this includes sealing envelopes as postage is applied.
- Bulk and other than first class mail processing.
- Intra campus mail.
- Business reply mail.
- Special handling – certified, return receipt, registered, insured, etc.
- Overnight express mailing services.
- Sealing envelopes that do not require postage.

Address for College Mail:

To insure prompt delivery of mail, the following address format should be used. Please be sure the return address on envelopes and letterhead contain the correct address. It is important that zip plus four is used as indicated below.

For mail being sent from a department please include the following:

Department Name
SUNY Cobleskill Department Name/Building Name
Street Address
Cobleskill, NY 12043-1701

The Admissions Office address is:

Admissions
SUNY Cobleskill
106 Suffolk Circle
Cobleskill, NY 12043-1701

For mail being sent by an individual in a department please include the following:

Department Name/Building Name – Your Name
SUNY Cobleskill Department Name/Building Name
Street Address
Cobleskill, NY 12043-1701

The Admissions Office address is:

Admissions – Your Name
SUNY Cobleskill
106 Suffolk Circle
Cobleskill, NY 12043-1701

Mail Delivery

Incoming Mail:

All USPS campus mail is received from the local Post Office once a day (mornings) - Monday – Friday. All campus mail is sorted and delivered to each departments designated mailroom/office location. USPS campus mail includes first class mail, standard mail, certified mail, express mail, registered mail, 'RTS' mail, newspapers, catalogs, magazines, library mail, bulk mail and USPS packages.

All faculty and staff packages received from UPS, Fed-Ex Ground, Fed-Ex Express, Hummel's and Staples are delivered daily by the Warehouse staff.

Outgoing Mail:

All outgoing mail is picked up daily by the Mailroom from each departments designated mailroom/office location.

All outgoing mail is processed and brought to the local Post Office at 2:30 p.m.

Intra Campus Mail: (Inter Office Mail)

- Intra campus mail destined anywhere on the campus does not require postage.
- All intra campus mail should be in the "brown" intra campus envelopes for easy identification as intra campus mail.
- Intra campus mail envelopes are available from the mailroom in two sizes (small and large).
- Intra campus mailings that are not in the intra campus envelopes "must" have a return address so that the receiver can identify who and where the intra office mail is being sent from.
- Contact Mailroom for specific instructions for mass intra campus distributions for "all faculty", "all faculty and staff," and "student" mailings.
- Intra campus mail that is picked up during the mail delivery will be sorted and delivered on the next business day.

Outgoing Mail Requirements

First Class Mail Requiring Postage:

First Class Mail

First class letters and packages must have the appropriate postage affixed (stamps or meter printed postage) and have a return address in order to be accepted by the US Post Office.

Outgoing Mail with Stamps

If you are using stamps, please affix your stamp on the upper right hand corner of each letter being mailed. Please note that a letter that is heavy or thick will require additional stamps. If you are unsure on how many stamps your mail piece requires, you can bring your letter(s) to the Mailroom and a Mail staff employee will weigh your letter(s) for an accurate postage amount.

Outgoing Mail Meter Printed Postage

A feature available to all faculty and staff departments is to have their postage printed using our Mail Postage Machine located in the Mailroom. Each department has been assigned their own personal account number. If you do not know your account number, please contact the Mailroom. **Be sure your account number** is clearly visible on each piece of mail or at least on the top piece if your letters are bundled together.

All mail must be placed in envelopes ahead of time if leaving the campus. Each department is responsible for including a return address and a shipping address on each mail piece. Please use the appropriate sized envelope for each piece being mailed. Sloppy or over stuffed envelopes can get damaged when being processed on our Mail Postage Machine. Sloppy or over stuffed envelopes will not seal properly and may result in loss of mail.

Mailing unsealed letters – For unsealed letters that are run through our Mail Postage Machine, please prepare your unsealed letters as follows:

All unsealed letters must be bundled with flaps open. Please be sure all letters have the addresses all-facing in the same direction.

Mailing sealed letters - If letters are already sealed, please bundle the letters with the addresses all-facing in the same direction.

Please keep envelopes separate by size. All manila envelopes must be sealed before coming to the Mailroom.

Please note folded paper with a staple or tab are not acceptable by the US Post Office. Letters and items being shipped must be inserted in an appropriate envelope or package.

Campus Mail that is RTS (return to sender):

Mail can be undeliverable for these reasons:

- a. No postage.
- b. Incomplete, illegible, or incorrect address.
- c. Addressee not at address (unknown, moved, or deceased).
- d. Mail unclaimed.
- e. Mail refused by the addressee at time of delivery.
- f. Mail refused by the addressee after delivery when permitted.
- g. Minimum criteria for mail requirements not met.

All 'RTS' mail that is returned to the college is sorted and delivered with the daily mail.

Please note* 'RTS' letters and packages that do not include the department or individual's name and that cannot be easily identified by the return address will be opened by a Mailroom staff member for identification. For this reason, the Mailroom staff highly recommends that your department name and/or individual name is included on the return address. This is especially important for mail that is confidential.

Bulk and Other Than First Class Mail:

- The Mailroom is the college contract provider for bulk and other than first class mail services.
- Contact the Mailroom with questions regarding mailing options and specifications.
- **Be sure your account number** is clearly visible on each piece of mail or at least on the top piece if your letters are bundled together.
- Each individual mail piece must be stamped with the campus' **Nonprofit STD Permit #3** in the upper right hand corner where postage is normally printed. Unfortunately, our Postage Mail Machine does not have the capability to print this stamp on outgoing Nonprofit STD Permit #3 mailings. If and when that feature becomes available, we will include it in our Mailroom policy.
- Bulk mailings must have a minimum of 200 pieces. Each piece of bulk mail must be identical (contents, weight, type of envelope, etc.).
- Each piece must include a complete delivery address with correct ZIP Code or ZIP+4 code.
- Mailing must be in zip code order (from lowest to highest).
- Manila envelopes must be sealed (clasped or taped).
- International mail **cannot** go bulk.
- Allow ample time for delivery.
- If you have a deadline for which you expect a return or confirmation, please **PLAN AHEAD.**
- Delivery time, from the time you forward a bulk mailing from your office to Mailroom, should be expected to take anywhere from five to ten days.

International Mail:

Mail going out of the country should be kept separate from your outgoing domestic mail. This is because different rates apply to international mail pieces.

If you are sending out an International Express letter or package the Post Office requires that you include a phone number of the person or business the mail piece is being sent to.

Business Reply Mail:

Business Reply Mail (BRM) service enables a permit holder to receive First-Class Mail and Priority Mail back from customers and pay postage and a per piece fee for only the pieces returned. BRM cards, envelopes, self-mailers, flats, cartons, and labels may be distributed by a BRM permit holder in any quantity for return to any Post Office in the United States and its territories and possessions, including military Post Offices

overseas. The BRM permit holder guarantees payment of the applicable fees and First-Class Mail or Priority Mail postage plus a per piece charge for pieces returned by the USPS (see payment options below).

US Postal Service regulations are very strict for Business Reply Mail and require an authorization prior to mailing. Contact the Mailroom for instructions.

Special Handling:

Certified, return receipt, registered, insured, etc. mail requires special handling. Contact the Mailroom for forms and instructions.

Overnight Services:

The US Postal Service provides Domestic and International Express Mail services. Each department is responsible for including a return address and a shipping address on each mail piece. The US Post Office requires that you include a phone number of the person or business the mail piece is being sent to.

Using UPS or Fed-Ex Express:

The New York State Contract for overnight services includes UPS and Federal Express. UPS for domestic overnight services includes a discount. Each department is responsible for including a return address and a shipping address on each mail piece. Please include a phone number of the person or business the mail piece is being sent to.

ALL express mail packages must be processed through the Mailroom (ext. 5510). All UPS and Federal Express packages are processed at the Warehouse (ext. 5608).

Personal Mail:

As a convenience, the Mailroom will process personal mail for employees and students. Personal mail must include postage such as a stamp(s) or a shipping label. Please attach your stamp(s) or shipping label to your letter or package. Please properly seal personal mail.

Stamps:

Stamps are not available in the Mailroom. They may be purchased online at usps.com or from the local Post Office.

Mail Services for Students

The Student Mailroom handles all student mail. This includes mail and packages from USPS, UPS, Fed-Ex Express, Fed-Ex Ground and DHL. Below are some of the services and procedures of the Student Mailroom.

USPS Student Mail:

All USPS student mail is received from the local Post Office once a day (mornings) – Monday – Friday. All USPS student mail is sorted and distributed at the Student Mailroom. USPS student mail includes first class mail, standard mail, certified mail, express mail, registered mail, 'RTS' mail, newspapers, catalogs, magazines, library mail, bulk mail and USPS packages.

Student Packages:

This includes USPS, UPS, Fed-Ex Express, Fed-Ex Ground and DHL packages.

Also note, USPS express letters, certified letters and registered letters are treated as packages because they require a signature from the recipient.

All student packages are received and distributed from the Student Mailroom in Bouck Hall. The Student Mailroom uses package receiving software for receiving and delivering packages to our students. Each student will receive an email notification per package to their campus assigned email address to notify them when they have a package at the Student Mailroom available for pick-up. Students should check their SUNY Cobleskill email daily to see if they have received a package at the Student Mailroom. In order to receive a package, a student must present their Coby Card ID for identification.

Student Mailbox Assignment:

Students living on campus will be automatically assigned their own personal mailbox and mailbox key when they register. Off campus students working on campus will be required to setup a mailbox at the Student Mailroom. Commuter students can also request to have a mailbox. Please see Mailroom staff to receive a key. Most mail is placed in the students assigned personal mailbox. The student is responsible to check their own personal mailbox using their mailbox key.

Other Important Information

What Address Should Be Used for Student Mail:

The following address should be used for all your mail. Failure to use this address will result in delays in receipt of your mail.

Your Name
Bouck Hall Box _____
107 Schenectady Avenue
Cobleskill, NY 12043-1702

When Does a Student Return Their Mailbox Key:

- At the end of the school year in May, ALL students are required to return their mailbox key before they leave campus for the summer.
- The only exception to keep your mailbox key during the summer is if you are living or working on campus during the summer.
- When students graduate, withdraw or move off campus.

When returning a mailbox key to the Student Mailroom, the student will fill out a **Key Return** form and will be given a receipt.

Lost Mailbox Keys:

If the student loses their mailbox key, they will need to go to **Student Accounts** to pay the \$10 fee to replace a lost key. Please bring a receipt from **Student Accounts** as proof of payment. Students that leave campus and have not returned their key will be charged \$35 (\$10 for key and \$25 for new lock). Please return your mailbox key to the Student Mailroom.

If a Student Has a Withdrawal Form:

Before a Mailroom staff employee can sign off on the **Withdrawal Form**, we have to ask the student for their mailbox key and have them fill out the **Key Return** form.

If the student lost their mailbox key, they need to go to **Student Accounts** to pay a \$10 fee to replace a lost mailbox key.

Only after a student returns their mailbox key and fills out a **Key Return** form or pays the \$10 fee to replace a lost mailbox key, can a Mailroom Employee sign off on the **Withdrawal Form**.