



Mail Services User Policies

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01. Introduction

The Mail Services User Manual was developed to provide information about Mail Services policies and procedures. It also lists all the available services to the University, such as UPS, TNT, DHL, and the United States Postal Service. This manual will also assist you in preparing outgoing mail and parcels by providing detailed instructions on tracing, international shipments, forwarding mail, "return to sender" mail, etc.

02. University Mail Services Department Locations and Contact Info

Hours of Operation: Monday through Friday, 8:00 a.m. to 5:00 p.m.

New York City Campuses:

Mail Services in New York City is located on the C level of 1 Pace Plaza. This facility acts as the centralized location for Mail Services in New York City. All shipping/receiving and mail processing is done through this location.

To contact Mail Services in NY for your mailing needs call (212) 346-1608.

Pleasantville/Briarcliff Campuses

Mail Services in Pleasantville/Briarcliff is located in a warehouse on 99 Castleton Street, in the Village of Pleasantville. This facility acts as the centralized location for Mail Services - Westchester. This facility also acts as the centralized location for the University Fulfillment Center. All shipping and receiving for Pleasantville/Briarcliff is done here.

To contact Mail Services in PLV/BRC for your mailing needs call (914) 773-3685.

To contact the University Fulfillment Center for your mailing needs call (914) 773-3455.

White Plains Campuses:

Mail Services in White Plains is located at the 78 North Broadway campus in the basement of the Annex building. This facility services the Law School and the Lubin Graduate Center.

To contact Mail Services in WP for your mailing needs call (914) 422-4086.

03. Incoming Mail

Every morning, Mail Services sorts and processes the mail for delivery to all Pace University offices. All mail received in the morning from the postal service is delivered the same day.

Interoffice Mail:

- All interoffice mail received in the morning is sorted and processed for 48 hours delivery.
- Intercampus mail received in the afternoon is processed for 48 hours delivery.
- **Interoffice mail preparation:**
 - Please cross out the previous addressee and in a clear box, write the name, department and campus of the new addressee.
 - Do not use the interoffice envelope for addresses outside of the University.
 - **In an effort to reduce expenses, please return to Mail Services all extra interoffice envelopes that have accumulated in your office.** This will allow for a redistribution of these envelopes to departments in need. All extra interoffice envelopes should be checked to see that they are empty and banded and included with regular mail pickup by Mail Services staff.

Incoming Specials:

- All incoming specials; i.e., Certified, Registered, Express Mail, picked-up from the Post Office in the morning are processed using the University's internal tracking software and delivered in the morning.
- All courier services that deliver to Mail Services before the morning mail runs will be processed for delivery in the morning. All courier service specials missing the morning mail runs will be processed for afternoon delivery.
- You are required to sign for all specials. Should no one be present at your office during the mail run, we will try again on the next mail run.

Incoming Mail Delivery and Pick-Up Schedule:

- Morning Mail Delivery and Pick-Up, All Campuses
 - All offices that are currently getting mail/parcel deliveries and pick-ups will continue receiving the same services.
 - All Mail deliveries and pick-ups on all campuses will commence at 10:00 a.m. - Monday through Friday.
- Afternoon Mail
 - There are designated Pace University Mail Boxes located at the locations below. All offices that want to send out mail will use these boxes. The mail must be bundled together and tagged with the office barcode label.

**** Please Note: Mail pick-up at these boxes is scheduled for 3:00 p.m. - Monday through Friday.***

Mail Drop Box Locations:

New York Campuses:

1. Lobby of 41 Park Row
2. 1 Pace Plaza - By West Wing Elevators opposite Graduation Office

White Plains Campuses:

1. Parking lot between 31 and 33 Crane Avenue buildings
2. In front of Annex building
3. Grad Center 1Martine in the lobby.

Pleasantville Campus:

1. In parking lot at the junction of Lienhard and Miller Halls
2. In circle in front of Marks Hall
3. At bus stop in front of the Kessel Campus Center
4. In front of Goldstein Center

Briarcliff Manor Campus:

1. At bus stop in front of Woodward Hall.

04. Outgoing Mail

Preparing Outgoing Mail:

- All U.S. mail must be separated from campus mail. Business Number 10 size envelopes requiring postage should be facing the same way with the flaps closed (nested) and banded by the originating office.
- As a courtesy, Mail Services staff members will collect personal mail during rounds. However, personal letters without correct postage will be returned. No personal packages will be accepted.



- Separate and flag all special requests such as Certified, Foreign and Express Mail. Contact Mail Services for details. Your office is responsible for filling out all forms for special services. Mail Services will provide the necessary forms for you to fill out.
- The U.S. Postal Service states that a properly addressed envelope is essential for the timely delivery of mail. Do not hand write the address, always type the address. Below is an example of the recommended format:

Mr. John Doe
ABC Company
123 Main St. Rm. 31
New York, NY 10010-0021

- **The return address block must include name of sender or department and the Pace University address.** This will facilitate the return of undeliverable mail to the proper department.
- Do not overstuff envelopes.
- Large envelopes, specifically the 9"x 12" size, require a postage premium. Use this size envelope only when a #10 envelope is too small. These envelopes must be sealed by the departments, there are self-adhesive envelopes that are available through Document Services.
- Faculty and staff should avoid using their Pace address for incoming personal mail/packages.
- **New York City Campus Only:** All overnight/express mail is to be taken downstairs to the Mail Center no later than 4:00 p.m.
- Indicias are used in lieu of a postage stamp or meter machine stamp for large automated bulk mailings. The University Fulfillment Center is the only location in the Pace Community authorized by the U.S. Postal Service to use indicias to process automation bulk mailings. By U.S. Postal regulation all other outgoing mail with a printed indicia on it must be covered by a blank label so a stamp can be placed over the label. Any outgoing mail with indicia's on it will be returned to your department. For further information on indicia's please call Mail Services at ext. 33865 or the University Fulfillment Center at ext. 33455.
- **Midtown Mail/Boxes:** All mail (interoffice envelopes) is delivered to Midtown offices Monday through Thursday. Any mail/boxes are delivered on Friday unless special arrangements are made. To have boxes delivered other than on Friday's box run, the department is obligated to pick up the cost. Please contact Mail Services in New York at ext.11608 for details.



05. Interoffice Mail

All interoffice mail received in the morning is sorted and processed for 48 hours delivery.

Intercampus mail received in the afternoon is processed for 48 hours delivery.

****Please Note:** In an effort to reduce expenses, please return to Mail Services all extra interoffice envelopes that have accumulated in your office. This will allow for a redistribution of these envelopes to departments in need of them. All interoffice envelopes should be empty and banded, marked emptied and included with your regular mail pickup by Mail Services Staff.

Interoffice Mail Preparation:

Please cross out the previous addressee.

In a clear box, write the name, department and campus of the new addressee (See Example Below):

Name: John Doe
Department: Department of ABC
Campus: Briarcliff Campus

Do not use the interoffice envelope for addresses outside of the University.

06. Automated Chargeback System

Every month the total postage charge backs for each department are posted to the University's Financial System (BANNER).

If a department would like to see their detailed postage charge back, they can contact the Mail Service department in their area.

New York City Campuses:

Victor Maisonet
(914) 346-1608

White Plains Campuses:

Michael Petrizzo
(914) 422-4086

Pleasantville/Briarcliff Campuses:

Thomas Saladino
(914) 773-3865



07. Shipping & Receiving Boxes or Freight

Our responsibilities for delivering boxes to individual University offices are the same as UPS delivery criteria.

- All boxes weighing more than 70 pounds will be delivered by two Mail Services staff members. University offices shipping numerous boxes or heavy boxes must call Mail Services for special pick-up.
 - **Mail Services does not move faculty or staff office equipment, furniture or transfiles.**
 - Any freight or furniture deliveries received through Mail Services are then processed by Buildings and Grounds. Please contact your local Buildings and Grounds Department to initiate a work order and coordinate deliveries.
- **Please Note:** White Plains Mail Services does not have a receiving area for furniture or freight. Should you have freight or furniture arriving, please contact Buildings and Grounds directly or arrange with Purchasing for inside delivery. Any shipment of skids or pallets cannot be received at White Plains Mail Services.

Accountability:

All boxes that require a signature by Mail Services are processed using the University's Internal Tracking Software. Upon delivery to University destinations, all boxes fitting this description must be signed for at the destination office. Should no one be present at the destination office, the box is returned to Mail Services and a second delivery attempt will be made during the next mail run.

Damaged boxes:

All damaged goods are refused upon vendor delivery. Should a damaged box go unnoticed at time of delivery, the destination office will be notified and the package will be held at the warehouse until vendor pick-up is affected. Interoffice boxes received by Mail Services in a damaged condition will be returned back to the originating office to be inspected prior to shipping to destination office.

Returns:

Should you receive a box in which the contents are damaged, you must contact the vendor and request a return "Call Tag" and a credit. A call tag is a self-adhesive label generated by your vendor and sent to Pace University, Mail Services. Write on the box "RETURN TO VENDOR, CALL TAG HAS BEEN PROCESSED." Mail Services will hold the box until receipt of call tag.

No clear internal address:

If a box has been received with no clear internal address, every effort will be made to identify the owner. If Mail Services cannot identify the owner of the box, it will be returned to the vendor. It is extremely important when placing an order with a vendor to have the internal address clearly marked on the box. Sample address:

Pace University
Dr. First Name Last Name
Department
861 Bedford Road
Pleasantville, NY 10570-2799

**** Please Note: Mail Services will not deliver personal boxes to faculty or staff. ****



08. US Postal Service

Mail Services, Postage Increase News Alert!!!

Please note: New Postage Rate Stating Monday January 23 2012!

On Monday January 23, 2012, the United States Postal Service will impose an increase in shipping costs across all services offered. Over most classes of service, this rate increase will affect shipping by raising prices by \$0.01 per piece. Please click the link below for additional information in regards to the new shipping rates. This link is also a valuable reference for those who are planning large mailings and/or mailing budgets for their areas. If you have any questions or concerns regarding these new rates, please feel free to contact your campus Mail Services Supervisor.

USPS January 2012 Rate Increase Information <https://www.usps.com/new-prices.htm>

09. Forwarding Mail

If you or your department move or transfer to another campus it is important to inform Mail Services immediately. Please provide a memo to Mail Services, indicating your new location with a list of individuals moving with you. Upon receipt of the memo, Mail Services will begin forwarding your mail to your new location immediately.

University Mail Services does not forward mail outside the organization. Should your department receive mail that needs to be forwarded, you need to do the following:

- Cross out all barcodes on the mail piece with a black felt tip pen.
- Cross out Pace University's mailing address with a black felt tip pen, but leave the individual's name clear.
- Write the correct forwarding address on the mail piece.
- Place correct mail piece in the outgoing mail tray for pick-up.

10. Returns

Information Regarding Returns:

It is the responsibility of your department to properly process returns.

How to Process a "Return to Sender":

U.S. Postal Service: If you receive mail for an individual who has left University employment, you need to do the following:

- Use a dark felt tip pen and cross out all barcodes on the mail piece.
- Cross out the Pace address, but leave the name of the individual clear.
- Put the mail piece in the "out box" separately for mail pick-up.

When this mail piece is processed properly, it will inform the originator of the mail piece that the individual is no longer at Pace University and should stop sending other correspondence.

UPS:

Should you receive a package for an individual that is no longer with the University, return the package immediately to the Mail Center. Any delay in getting the package to us could result in the University paying for the return of the package. Clearly mark the box, "Return to Sender."

All other Services: The same procedure as UPS.

Mail Services will attempt to intercept as many "Return to Sender" mail pieces as possible.

HOW TO PROCESS A RETURN:

U.S. Postal Service: Should your department receive a package that was not ordered or is damaged, you need to do the following:

- Use the same procedure as a "RETURN TO SENDER."
- If it is an order from a vendor, contact the vendor so you will receive a "credit memo."
- The vendor will inform you how to ship the package back to them.
- Put a note on the box, so Mail Services personnel know how to process the package.

UPS/Federal Express: Should you receive a package that you did not order or one that is damaged, you need to do the following:

- Contact the vendor immediately; they will process your credit memo and issue a "call tag." (Shipping & Receiving Boxes/Freight)
- Place a note on the package saying, "**HOLD FOR CALL TAG.**"
- Call the Mail Services supervisor to inform him or her of the return, so he or she can intercept the package upon arrival at Mail Services.

*****It is very important to process the return as soon as possible.**

Should there be a long delay, Pace University might have to pay to return the package.***

11. United Parcel Service (UPS)

**** Please Note: UPS Does Not Deliver to Post Office Boxes****

UPS CampusShip: This is preferred domestic shipping method currently in use by Pace University. With this service, all UPS express shipping can be done at the office of the shipper. For additional information on UPS CampusShip or to set up an account, please contact your campus Mail Services Supervisor.

UPS Ground Service: This is the basic UPS service. Transit times are three to five days nationwide. If the address is within 100 miles of the New York Metropolitan area, transit time can be 24 hours. UPS ground service generally deals with boxes. The processing of this service must be done by your campus Mail Services department. This is a traceable service.

UPS Express Service:

- **UPS 2nd Day Air:** This is a traceable two day air service.
- **UPS Next Day Air:** This is a traceable next day service.
- **Delivery Confirmation Request:** If you need a written confirmation that your package arrived this would be the service to request.

Insurance:

All UPS packages are automatically insured up to \$100 at no charge. Should you need more than \$100 insurance on a package, please tape a note on the box requesting the amount of insurance required. Mail Services will need to make a special entry at their location.

Tracing a UPS Package:

Should you need to trace a UPS package, you must provide the following information to Mail Services:

- Addressee's name and/or company name.
- Addressee's zip code number.
- Date Mail Services picked up package from your office.

Placing a Claim for a Lost/Stolen/Damaged UPS Package:

Should you need to place a claim against UPS, you must have the following information:

- **Proof of Delivery:** UPS must provide a written proof of delivery. It takes about five days for a proof of delivery to be mailed to you from UPS.
- **Invoice:** You need to have an original invoice in order to successfully process a claim.

12. Domestic 24-Hour Service

Mail Services offers two different overnight services to the Pace community; **UPS NEXT DAY AIR** via UPS CampusShip and **USPS EXPRESS MAIL**. If you need this service, please contact the Mailing Center that serves your campus. Mail Services will assist you in choosing the service you need and will provide all airway bills and envelopes. Most 24-hour courier services have a very similar airway bill. You must always follow the instructions below:

- Always place your name and department in the "From" box.
- Always provide the addressee's telephone number in the "To" box.
- Always keep a copy of the airway bill.
- Always add insurance if your package is valuable.

Each office is responsible for the preparation of all airway bills. Mail Services does not fill out the forms.



Tracing:

Should you need to trace an overnight shipment, you must have a copy of the airway bill with the airway bill number. UPS express tracing can also be done inside of the UPS CampusShip system. Mail Services and vendors require this information.

Listed below are commonly used courier service toll-free numbers:

- UPS - 1-800 PICK UPS, www.ups.com
- TNT - 1-800 558 5555, www.tnt.com
- Express Mail (U.S.P.S.) 1-800-222-1811, www.usps.gov

13. International Mailing

Listed below are the four categories for international mail:

Letters:

- All international letters and flats are shipped via airmail to all countries. Transit times: Five to ten business days, depending on destination.

Boxes:

- Boxes that weigh less than 1lb. go via airmail, just like letters. If a box weighs more than 1 lb., a commercial invoice must accompany the box. (see Sample Of Commercial Invoice). It is the responsibility of every originating department to provide mail services with a commercial invoice. Transit times: Five to ten business days, depending on destination.

International Express Courier (TNT):

- Please contact the Mail Center servicing your campus for shipping details and airway bills (see sample of TNT airway bill). Letters or boxes ship via TNT. All boxes must have a commercial invoice (see Sample Of Commercial Invoice). Each department is responsible for providing the proper documentation and completed airway bills. Transit times: Generally two to five business days, depending on destination and type of package. TNT is the preferred traceable method of international shipping offered by Mail Services.

Any questions regarding International Mailings, please contact your campus's Mail Services Department:

- NYC: (212) 346-1608
- PLV/BRC: (914) 773-3685
- WP: (914) 422-4086

14. Commercial Invoice

The Commercial Invoice Form is available on our [Forms Page](#).

15. International Airway Bill

Below is a sample of an International Airway Bill:

WRITE SECTIONS ARE MANDATORY. PLEASE COMPLETE IN CAPITALS AND PRESS HARD.

1. Sender's Account Number: 000108349

2. Invoice to Receiver: SENDER LIABLE FOR UNPAID CHARGES

3. Customer Reference (Information you would like on the invoice (if required))
INDEX NUMBER

4. From (Pick-up Address)
Name: PACE UNIVERSITY
Address: 79 CASTLETON STREET
City: PLEASANTVILLE Postal/Zip Code: 10570
Province/State: NY Country: UNITED STATES
Contact Name: YOUR NAME Tel No: 7733865

5. To (Receiver)
Name: Receiver NAME
Address: Receiver Address 1
Receiver Address 2 (If Applicable)
Receiver Address 3 (If Applicable)
City: City Postal/Zip Code: Postal Code
Province/State: STATE Country: Country
Contact Name: NAME Tel No: Phone

6. Goods Description (If dutiable please complete section 7)
General description
Please put full details on commercial invoice
Description of goods

Description of goods	Number of items	Weight		Dimensions		
		Lbs.	Oz.	Length	Width	Height

7. Dangerous Goods (Cross correct box)
Does this consignment contain any dangerous goods?
If yes, please call Special Services at 1-888-SEND-TNT (1-888-736-3868) Yes ☐ No ☐

8a. Services (Please select one service)
International Services
Special Express ☐
9:00 Express ☐
10:00 Express ☐
12:00 Express ☐
Economy Express ☐
Domestic Services
Express ☐
Economy Express ☐

8b. Options (Cross boxes)
Priority ☐
Insurance ☐
Saturday Delivery ☐

9. Special Delivery Instructions (Reserved for your instructions (if required))

10. Credit Card Payment

11. Dutiable Shipment Details (Complete for dutiable consignments)
Receiver's VAT / TVA / BTW / MWST No.
Currency
Value of consignment

SENDER'S COPY
Please keep for Reference

1-800-558-5555
www.tnt.com

Barcode: 60 267644201 WWW
Please quote this number if you have an inquiry.

16. Publications via University Fulfillment Center

The Publication Fax Order Form can be found on our [Forms Page](#).

For any Publication Requests inquiries please contact the Fulfillment Center at (914) 773-3455 or by email at abms@pace.edu.

Please email or fax all orders to the Fulfillment Center at:

Email - abms@pace.edu

Fax # - (914) 747-8125

****Please Note:** Mail Services will not accept any verbal orders. Only a completely filled out form will be processed.

****IMPORTANT:** All publication orders must be approved by Enrollment Services before the Fulfillment Center can process the order.

17. Document Services – Supply List

The following items can be ordered through [Document Services](#):

Stock #	Description	Unit of Measure
1320	Labels, Shipping 3.5" X 4" NY	6 Labels Per Sheet
1325	Labels, Shipping 3.5" X 4"	6 Labels Per Sheet
1327	Labels, Shipping 3.5" X 4"	6 Labels Per Sheet
1329	Labels, Shipping 3.5" X 4"	6 Labels Per Sheet
1330	- Pace ID Labels 2 2/4" X 4.5" (Pressure Sensitive Back)	8 Labels Per Sheet
1290	Transparencies	100/Box
1830	Copy Paper 8.5" X 11" 20LB	500/Ream
1840	Copy Paper 8.5" X 14" 20LB	500/Ream
1870	Letterhead, NY 8.5" X 11"	250/Pack
1871	Letterhead, 78 WP 8.5" X 11"	250/Pack
1873	Letterhead, PL 8.5" X 11"	250/Pack
1874	Letterhead, 1 WP 8.5" X 11"	250/Pack
1955	Pads Informal 5.5" X 8.5"	Pad
1959	Memorandum 8.5" X 11"	250/Pack
5010	Envelope White 11.5" X 14.5" W/Clasp	50/Pack
5050	Envelope White #10 NY	500/Box
5051	Envelope White #10 PL	500/Box
5053	Envelope White #10 WP	500/Box
5055	Envelope White #10 78 WP	500/Box
5060	Envelope White #10 Window - NY	500/Box

5061	Envelope White #10 Window -PL	500/Box
5063	Envelope White #10 Window -1 WP	500/Box
5065	Envelope White #10 Window -78 WP	500/Box
5070	Envelope White 6" X 9.5" - NY	50/Pack
5073	Envelope White 6" X 9.5" - PL	50/Pack
5074	Envelope White 6" X 9.5" - 1 WP	50/Pack
5076	Envelope White 6" X 9" - 78 WP	50/Pack
5090	Envelope White 9" X 12" - NY	50/Pack
5092	Envelope White 9" X 12" - PL	50/Pack
5094	Envelope White 9" X 12" - 1 WP	50/Pack
5096	Envelope White 9" X 12" - 78 WP	50/Pack
5111	Envelope Business Reply #6 - PL	500/Box
5112	Envelope Business Reply #6 - WP	500/Box
5120	Envelope Business Reply #9 - NY	500/Box
5121	Envelope Business Reply #9 - PL	500/Box
5122	Envelope Business Reply #9 - WP	500/Box

18. Other Mail Services Procedures

To improve overall services, the University Mail Services Department would like to bring to your attention suggested procedures to follow when preparing mail for processing. This will ensure that your mail will be processed correctly and in a timely fashion.

1. When preparing mail, Number 10 business envelope must be nested. (Nesting is when the flaps are down but not sealed and envelopes are stacked on top of each other.)
2. Single envelopes must have a label (Index Code) affixed to the bottom on the flap side. For bundled mail it is not necessary to place a label on all envelopes, it only has to appear on the last envelope. Mail without an Index Code label will not be accepted by Mail Services.
3. All stamped mail must be sealed prior to pick up.



4. No personal mail or packages should be delivered to the University.
5. Mail must have your name or department's name under the return address on the envelope. This is very important and must be indicated all on business reply envelopes; this will reduce the time-consuming task of opening returned mail to ascertain the name of the sender.
6. Where an abundant supply of inter-office envelopes exists, please return to Mail Services, so others can use them.
7. All Mail must be separated and banded by size (number 10 standard envelopes, 9x12 envelopes, etc.).
8. Mail Services requests that all 9X12 envelopes be sealed prior to pick up. Scotch taping of these envelopes is also an acceptable method of sealing.
9. To improve timely delivery of mail throughout the University, all mail must be ready for pickup without delay.
10. Please keep international mail separated from domestic mail. This will ensure proper postage is used.
11. The University is now using UPS Campusship. Campusship can be accessed from your desktop by visiting <https://www.campusship.ups.com>. CampusShip is a convenient and reliable service which enables you to process your own Next Day or Second Day mail deliveries. Using this service will result in "significant cost savings" to the University. If you are experiencing difficulties with this process, please contact your campus Mail Services Department.

[Additional information that will be helpful can be found on our web site.](#)