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Procedure for: Columbia Campus
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I. Policy

The University Postal Service exists primarily for the distribution, collection and processing of the university intra-campus, USPS mail and parcels, the contents of which are related to the official business of the university. Official materials are those dealing with some aspect of university operations, which can be defined as being essential to the activities of the institution rather than private business or personal mail. The campus mail system is not available for the personal use of university employees or for the personal use or private gain for non-university groups.

University Postal Service is also responsible for the sorting and dispatching of all inbound USPS, UPS, FedEx and DHL mail and parcels for students assigned to a USC student mailbox in the Student Mail Center each term.

II. Procedures

A. Mail Delivery and Collection Points

USC Postal Service is responsible for the establishment of a centralized mail delivery and collection point for departments on the USC Columbia campus. Departments are responsible for the internal delivery and collection of the department mail from the centralized delivery point, including to their offices located off the main USC Columbia campus.

B. Mail Pickup

University Postal Service employees pick up mail each working day from designated Campus Department collection points established by University Postal Service. To prepare mail for pick up, see the USC Postal Services website, http://postalservice.sc.edu/dept_policies.asp, for department procedures. All mail must

be bundled and separated into the following groups for pick-up by the USC Postal Service:

1. Intra-Campus
Departments – separated and bundled by department
Students – must be in strict ascending box number order and placed in mail trays
2. Inter-Agency
Must bear complete mailing address and have “Shuttle Mail” on the mail. Intra-campus envelopes cannot be used for Inter-agency mail.
3. Stamped Mail
4. Mail to be processed - Postal authorization form with barcode account number required for charge back to department

C. Mail Processing (USPS or United Parcel Service)

1. University Postal Services is responsible for affixing postage to all outbound USC official business mail and parcels sent via the USPS and UPS. The amount of postage affixed will be charged back to individual departments accordingly.
2. Postal Authorization Forms (required for mail processing)
 - a. Postage metering equipment requires the scanning of a barcode account number (department and fund) for processing mail matter and charge back of postal expense.
 - b. USC Postal Service will not accept altered postal authorization forms for mail processing. Account numbers handwritten or marked through on postal authorization forms will result in mail being returned to the department.
 - c. Departments are responsible for completing and attaching the appropriate postal authorization form to all official university mail and parcels (USPS and UPS) for processing. All Postal Authorization forms must bear a signature authorizing mail to be processed.
3. All official mail to be metered must bear a University department return address and the correct zip code of 29208.
4. Special Service Mailing Forms - It is the department’s responsibility to complete the appropriate *special service mailing forms* for each piece of mail (Certified, insured, Express, Customs declaration forms). Special service forms are available by calling the University Postal Services at 777-2161.

Customs Declaration Forms – Required on all international parcels. USPS Customs forms must be completed online and require a specified number of copies attached to each parcel. Departments may access the USPS Customs Declaration Form via USC Postal Service website at <http://postalservice.sc.edu/> or USPS.com.

Contact Mail Processing Unit at 777-2159 for assistance with customs forms.

5. To meet USPS and UPS daily pick up schedules, all official mail and parcels for processing must be properly prepared with appropriate postal authorization forms attached and received at USC Postal Service loading dock, 1600 Hampton Street Monday – Friday by the following deadlines:

USPS – 3:00 pm

UPS – 1:00 pm

6. Outgoing Official University Mailings (500 pieces or more) - University Postal Service requires at least one day prior notice via email at postoffice@sc.edu calling 777-2159.
7. Outgoing mail picked up from a department with a Postal Authorization form attached that is deemed to be personal mail will be returned back to the department head for review and application of proper postage.

As a courtesy, USC Postal Service will pick up outgoing USPS stamped mail from faculty, staff and departments along with official university outbound mail to be processed.

D. Mail Delivery

1. USPS Mail and Parcels – Received Monday through Friday with the exception of University holidays.

Upon arrival, mail is sorted strictly by department and dispatched to the respective delivery route.

Morning Delivery: 8:30 am – 11:00 am

Afternoon Delivery: 12:30 pm – 3:00 pm

Outgoing mail is picked up from designated points established by USC Postal Service employees on their assigned route.

2. Accountable Mail (Special service mail)
All accountable mail (insured, special delivery, registered, certified and Express) is entered into USC Postal Service internal parcel tracking system and must be signed for by USC department staff accepting all mail and parcels at the time of

delivery. Unless “Restricted,” this mail may be signed for by someone other than the addressee.

E. Campus Mail Distribution

1. Mailings to Departments - For Campus-wide mailings USC Printing Services will group the required number of pieces for a special mailing when twenty pieces or more are to be mailed. Please contact Printing Services at 777-5146.
2. Mailings to Faculty and Staff – These must be separated and bundled by **department** name prior to being received at USC Postal Service.
3. Mailings and Flyer Distributions to Students (assigned to campus mailboxes) - No mailings or flyer distributions of any type will be accepted for manual insertion in individual student mailboxes.

Material may be sent via Massmail by contacting University Technology Service Desk or other approved university electronic message notification method.

4. Carolina Gardens and Cliff Apartments

a. Graduate and Married Students

Mail delivery for graduate and married students residing in Carolina Gardens is provided by the USPS. Mail for those students requires postage affixed and must be addressed as follows:

Name
Carolina Gardens
101 Pickens St. Apt #
Columbia, SC 29205

b. Undergraduate Students (residing in Cliff Apartments)

Mail and packages must be addressed to their assigned 5 digit mailbox number in the Student Mail Center:

Name
USC Student Box #
1400 Greene St
Columbia, SC 29225-0112

5. University Intra-campus Mail System

The intra-campus mail system cannot be used by faculty, staff, students, USC Student Organizations or outside businesses or organizations for advertising, campaign notices, solicitations, or for any purpose that is not determined to be for official University business. Only letters of bona fide registered student or faculty

organizations relating to official university business may be accepted into the USC-Columbia internal mail system. There will be no University Postal Service mailing list available. Chain letters of any type are prohibited in the University mail system.

6. Distribution of Personal U.S. Mail to Departments

University of South Carolina requires all faculty and staff to receive their personal mail and packages at home or permanent address. Personal mail interferes with the transfer of official correspondence between campus offices and delays the processing and delivery of university mail. This policy also restricts using university resources to deliver personal mail and packages to university employees or departments.

a. Personal mail is defined as any mail matter not related to the University of South Carolina or to the position of the employee. The university address must not be used as an employee's permanent address unless the employee resides on campus.

b. Mail sent to a business address is construed as official business mail and may be opened by the department. The following policies apply:

i. The USPS will not forward mail addressed to an individual at any USC department as they will not assume the responsibility of possibly forwarding USC business mail.

ii. It is the department's responsibility to forward USPS First Class mail, parcels and periodicals for whatever time designated by the department when an individual leaves the University.

If no forwarding address is provided, mail should be marked "RETURN TO SENDER - NO LONGER AT USC." The university address and all barcodes on the front and back must be marked out.

iii. When a department member leaves the university, any mail (with the exception of mail marked "Restricted Delivery") addressed to an individual at the department may be construed as official business mail and may be opened by the department.

F. Student Mail Service

USC Student Mail Center – 1400 Greene Street (basement of Russell House) is the central location for 8600 student mailboxes.

USPS Mail – Received each business day, sorted by mailbox numbers and delivered to the USC Student Mail Center for dispatch to individual mailboxes.

Parcels (USPS, UPS, FedEx and DHL) – are delivered each business day to USC Student Mail Center and logged into USC Postal Service internal tracking system.

Parcel Arrival Notifications – Students assigned to a mailbox for current term will receive an email notification at their USC email address when a parcel has arrived and is ready for pick up.

Student Package Pick-up Counter – Open 10:00 am – 5:00 pm with the exception of university holidays. For additional information please see the USC Postal Service website.

1. Campus Mailbox Assignments and Box Combinations

- a. Undergraduate Students Residing on Campus (USC Columbia campus)
All undergraduate students assigned to a University Housing or Greek Village residence hall on the USC Columbia campus are required to have a campus mailbox for the purpose of receiving intra-campus correspondence and inbound mail and parcels.
- b. Mailbox Assignments
Mailboxes are automatically assigned after University Housing or Greek Village residence hall assignments are completed each term.
- c. Box Combinations
Box combinations are available the day prior to the opening of the residence halls each term.

Dates and instructions for viewing mailbox assignments and box combinations are available at <http://postalservice.sc.edu/mailbox.asp>.

2. Box Fees

- a. University Housing and Greek Village residents are charged a pre-determined non-prorated Box Fee each term for the following required services:
 - i. Mail service
 - ii. Forwarding and handling of USPS mail and parcels. (see II.F.4. Forwarding of Student Mail)
- b. Refunds or Removal of Box Fees from Student Accounts
University Housing or Office of Greek Life will refund or remove Box Fee charges from student accounts upon cancellation of residence hall

contracts each term based strictly on non-enrollment or withdrawal from the University *prior* to official date of classes each term.

Box Fee refunds or removals from student accounts will not be granted after the official start date of classes each term or for any prior terms.

3. Off Campus Students

Subject to availability, active students residing off campus have the option to rent a mailbox each term at the Student Mail Center.

The assignment of a mailbox number requires the completion of the “Off Campus Box Rental Application” and selection of “Commuter Box Fee” (Optional Fees) each term at Self Service Carolina. More information is available on the USC Postal Service Website.

NOTE: This option is not available to off campus students employed as faculty or staff at USC.

Commuter Post Box Fee (See “Optional Fees”)

Predetermined fee is available each term under “Tuition and Fee Rates”. Commuter Post Box Fees are non-refundable once mailbox number has been assigned.

4. Forwarding of Student Mail

a. USC Postal Service is responsible for the forwarding of USPS First Class mail and parcels for (6) months to the student’s permanent address at the end of each term or cancellation of University Housing or Greek Village residence hall assignment.

b. Student mail will not be forwarded to a campus department, another student’s or registered USC organization’s campus mailbox number or campus mailing address.

c. UPS, FedEx and DHL will not forward parcels addressed to students at USC. Items will be returned to the sender by each respective shipper.

d. Change of Address (for Mail Forwarding only)

Students assigned to a campus mailbox may change or update their address online within the six (6) months forwarding period at <https://my.sc.edu/> and click on “View Mailbox Assignment and Combination” and follow instructions to update forwarding address.

G. University Mailing Addresses

Departments:	Students:
Addressee Name	Addressee Name (no nicknames)
Department Name	USC Student Box #
University of SC	1400 Greene St.
Columbia, SC 29208	Columbia, SC 29225

Please refer to the USC Postal Service website for additional University mailing address and unique zip code requirements, <http://postalservice.sc.edu/mailingaddress.asp>

H. USC Student Organizational Mail

1. Student Organizations must contact the Office of Student government regarding mail service.
2. Campus Distribution of USC Student Organizational Mail
 - a. In compliance with the University's OneCarolina Initiative, no manual insertion of flyers in individual student mailboxes will be provided by USC Postal Service or USC Student Mail Center. Registered USC Student Organizations may contact USC Office of Student Life regarding sending official organizational correspondence or notifications to students residing on the USC Columbia campus in accordance with USC Mail Solicitation policy posted on the USC Postal Service website.
 - b. Registered USC Student organizations may send official organizational business correspondence to their selected members assigned to a campus mailbox in accordance with the USC Mail Solicitation policy posted on USC Postal Service Website. Material must be addressed to student's name, assigned mailbox number and put in strict ascending mailbox number order prior to being received at USC Postal Service.
 - c. Political campaign material (student, city, county, state or national) that solicits for any off-campus business is not permitted for distribution without proper postage affixed.

I. Retail Counter Services

1. University Contract Station Post Office Locations

USC Postal Service operates a main USPS contract station at 1600 Hampton Street and a satellite location at the USC Student Mail Center located at 1400 Greene Street to provide mailing and shipping services to the University community and general public. Postage stamps, shipping supplies and USPS domestic and international mailing services are offered at both locations.

2. Customer Retail Counter (1600 Hampton Street)

Hours of operation Monday – Friday, 8:30 am – 4:30 pm with the exception of University holidays.

Cash, checks with valid identification, and major credit cards are accepted as payment.

3. Customer Retail Counter - Student Mail Center (1400 Greene Street) ***

Hours of operation – Monday – Friday, 9:00 am – 4:00 pm with the exception of University holidays.

Cash, checks with valid identification, Carolina Card, and major credit cards are accepted as payment at this location.

***Outbound USC department mail for processing will not be accepted at this location after 1:00 pm each business day.

J. Shuttle Mail Service

Thomas Cooper Library mailroom provides the shuttle delivery service between the Columbia campus and the other University regional campuses.

The USC Postal Service will pick up all letters and flats clearly marked “VIA SHUTTLE” and deliver to Thomas Cooper Library Shuttle Mail service for distribution to the other University campuses. Contact Thomas Cooper Library at 777-0612 for further information regarding shuttle mail schedule.

K. Inter-Agency Mail Service

Mail addressed to offices in the Capitol Complex or to other State agencies may be sent via inter-agency mail service. Mail should be clearly marked “INTER-AGENCY,” separated and banded together. This mail is picked up from the University Postal Service by State Agency Mail Service once daily at approximately 11:30 a.m.

A list of participating state agencies and delivery schedules may be obtained from the website at <http://www.gs.sc.gov/OGS/GS-index.phtm>.

III. Reason for Revision

Policy organization, content and accuracy reviewed and updated in January 2015 in accordance with USC Postal Service operation and policies.