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I. FAU MAIL CENTER SERVICES

A. Mission
The FAU Mail Center supports the excellence in teaching, research and public service mission of Florida Atlantic University by providing our customers quality, cost-effective postal and mail processing services and programs which consistently exceed expectations.

B. Goals
Excellence in everything we do, providing excellent service to every customer every time. Provide complete, professional mail services within one facility. Ensure personal attention to students, faculty and staff. Provide the FAU Mail Center staff with educational and training opportunities to improve knowledge and performance as well as to increase personal work satisfaction, professional development and opportunities for advancement. Share postal discounts and administer accurate charges to using departments. Concentrate our efforts on methods and available technology that provide and achieve the most economical postage and cost containment techniques. Provide fast and efficient service to all customers for all postal functional areas.

C. Values
The highest priority of the FAU Mail Center is our customer and the quality and integrity of the mail services provided to them. We pledge to sustain an environment of mutual support, respect and freedom from bias for all who work here and those who use our postal services. We will treat every customer with honesty, courtesy, integrity and professionalism. We will treat our employees as our most valuable asset, emphasizing mutual respect, teamwork, and initiative in an environment that embraces diversity. We will strive to earn the respect of our customers and exceed their expectations. We are committed to working in partnership with our customers and supporters to achieve customer satisfaction and continuous improvement.

II. GENERAL OVERVIEW

A. Purpose
The purpose of this Postal Services Guide is to provide the Florida Atlantic University departments, staff and faculty with a useful reference for outlining mail services available and the procedures and information concerning use of these services. This includes United States Postal Service (USPS) information and requirements, Post Office services, Campus Mail guidance and information concerning the University Mail Center centralized mail service and processing system. Its goal is to serve as a guide for utilizing the most expedient and cost-effective methods for processing mail in an effort to save time and money, both for you and the University. Specific information concerning rates, fees, regulations, or additional information and assistance is available from the Mail Center at 297-6172 or come by and see us in SSB-W, Room 125. Familiarity with the Postal Services Guide, wise selection of the proper mailing service and adherence to the procedures described in this guide will ensure that your correspondence arrives at the correct destination promptly and economically.

B. FAU Mail Center Organization
The Florida Atlantic University Mail Center is a part of the Business Services Office of the Vice President, Fiscal Affairs and organized as shown below:
C. Services
The Mail Center performs the following primary services for the FAU community:

Pack-N-Post. The Florida Atlantic University Pack-N-Post was contracted by Business Services on July 2001 to provide postal services including the sale of stamp supplies and the acceptance, delivery and dispatch of ordinary, certified mail. Today a modern, full service Pack-N-Post is established in the Student Services Building West, Room 127. See Chapter III for details.

Campus Mail. Interdepartmental, or Campus Mail, is picked up and delivered to most all on-campus departments twice per day. See Chapter IV for details.

Mail Sorting. The Mail Center staff receives USPS mail, interdepartmental campus mail, State University System and FAU Courier mail for departments, staff and faculty, and uses the Mail Center sorting policies, procedures and system to breakdown mail for further distribution to addressees. See Chapters IV, Campus Mail, and IX, Courier Services for more details.

Mail Processing. Outgoing University mail for input into the U.S. Postal Service system is weighed, metered, sorted, trayed/sacked, labeled and dispatched daily by FAU Mail Center. Records are kept for departmental charges daily. Mail processing is described in Chapter V.

Standard (Bulk) Mail. For FAU departments the Mail Center accepts, verifies, weighs, trays/sacks, labels, straps and dispatches qualifying Standard and First Class presort mail. Rates are calculated, appropriate forms prepared and departments charged. Chapter VI governs Standard Mail processing.

UPS Shipping. For all FAU departments, staff, faculty and students Pack-N-Post offers UPS shipping to domestic and international destinations.

D. Location
The FAU Mail Center is located in Student Services Building West, Room 125 next to the FAU Bookstore. A mail slot for deposit of stamped U. S. Mail is located in the Pack-N-Post Lobby.

E. Hours
The FAU Mail Center is open from 8:00 AM to 5:00 PM Monday through Friday for all University mailing requirements, and the sale of U.S. Postal Service products, stamps and services to the University. A stamp machine and post office boxes are accessible 24/7.

F. Contacting Postal Services
If you need assistance in the following Mail Center functional areas please call us at the telephone number indicated.

On-Campus Numbers
Pack-N-Post 561-297-6172
Mail Center 561-297-6172
Postmaster 561-297-3172
Fax 561-417-5481

Campus Mail Address: Mail Center, SSB-W, Room 125

US Mail: Mail Center
Florida Atlantic University
777 Glades Road
Boca Raton, FL 33431

G. U. S. Postal Service Mail Collection Schedule
The U. S. Postal Service delivers mail at FAU at 10:30 AM and picks up mail at 2:00 PM daily, Monday through Friday. All mail that is ready for dispatch will be placed on the mail truck at these times for entry into the mail stream. Mail in the U. S. Mail collection boxes on campus will be collected by the United States Postal Services at 2:00 PM Monday through Friday. Boxes are located at the south side of the administration building, Pack-N-Post and just south of Indian River Road by the Innovation Center. Mail Services must receive departmental Mail requiring processing by 2:00 PM Monday through Friday in order to be processed in time for pickup by the USPS Mail Truck on the same day.
H. Personal Mail Policy
Personal mail that is sealed and stamped may be deposited in the Pack-N-Post lobby. Outgoing sealed and stamped personal mail may also be placed in departmental or campus mail pickup locations and will be entered into the U. S. Postal Service mail stream and postmarked the same business day collected. However, FAU Mail Center cannot be held responsible for personal mail placed in Campus Mail. Preprinted FAU envelopes should not be used for personal mail. The University’s return address should not be used on personal mail.

University staff and faculty are not authorized to receive personal mail or parcels at the University through the FAU Mail Center. FAU Mail Center personnel are Milner/Lanier, not U. S. Postal Service employees. FAU staff and faculty employees must give correspondents a home or other off-campus address for their personal mail. Personal mail received by FAU Mail Center will be held at the Mail Center for personal pickup or returned to the sender if the problem persists. The FAU Campus Mail System may not be used to send personal mail to other employees. See Chapter IV-A, Campus Mail, for more details concerning personal mail guidelines and restrictions.

I. Training
The FAU Mail Center offers training periodically to provide information and guidance concerning mailing requirements, procedures, rules, regulations and tips for addressing mail and saving money. This training is conducted and scheduled through Mail Services. Additionally, assistance is provided upon request anytime there is a departmental need. Call 297-6172 for information.

J. Departmental Responsibilities
FAU departments and mailers are responsible for budgeting and accounting for postage expenses, preparing mail in accordance with USPS rules and regulations and this Postal Guide, addressing mail correctly and submitting mail with the properly completed FAU Charge Forms. Mail must be properly addressed and the return address must include the department/office name. Organizations and departments should use this guide for preparing all mail and follow the procedures outlined. They are also responsible for informing all departmental employees about essential things they need to know about mail rules and requirements. More specific details are provided in this guide. Departments changing locations or wishing to change mail pickup and delivery areas should coordinate with the FAU Mail Center before changes are made in order to insure a smooth transition. If employees leave, transfer or change locations the FAU Mail Center must be notified via Email. Additionally departments are responsible for determining the disposition of mail for employees who have moved or transferred, and advising the employee to notify potential mailers of their new address. New employees should be advised not to have personal mail sent to the University address.

Returning and forwarding First Class mail. Strike through or cover the University’s address (with label or marker), but not the individual’s name. Write, “return to sender” with a reason, or “forward to” and the new address. Also mark out the barcodes on the front and back with a black marker. Standard bulk mail without endorsements cannot be forwarded or returned.

Most importantly, the FAU Mail Center is at your service. Call us at extension 7-6172 if there is any question about mail, any concerns or any recommendations.

III. UNIVERSITY POST OFFICE: PACK-N-POST

A. General Information
The FAU Contract Post Office (Pack-N-Post) is provided as a service to the University community and provides the most services as all other U. S. Postal Service Post Offices.

B. Hours of Operation
Pack-N-Post is OPEN from 8:00 AM to 5:00 PM Monday through Friday. It is closed on Saturday, Sunday and FAU observed holidays. The Pack-N-Post lobby is accessible for private mailboxes and the stamp vending machine24 hours a day 7 days a week.

C. Location
Student Services Building West, room 127.
D. Postal Services
Postage Sales. Cash, Visa, MasterCard and OWL CARD accepted.
Stamp Sales (Singles, books, all varieties, commemoratives, etc.)
Parcel Mailing
Express Mail (Overnight Mailing and International Express)
Priority Mail (2-3 day Mailing and Global Priority Mail)
First Class Mail
International Air & Surface
Certified, Return Receipt
Package Wrap Assistance (tape, paper, and scissors)
Passport Forms
Tax Forms (when available)
Mail Forwarding Form
Postal Change of Address Service Form

E. Student Mail and Mailboxes
FAU students residing in the Residence Halls and Student Apartments are authorized and assigned a FAU Post Office Box free of charge in their respective housing area. These students receive all of their USPS mail and campus mailings in their mailbox. Departments desiring to mail official items substantially related to the University’s purpose to the student mailbox holders should separate the mail from other mail that postage will be applied too and should prepare the mail in box order sequence. Departments must also use the complete box number.

A bulk or mass blanket mailing requires no address for resident students. Groups, organizations or persons may also send unofficial, non-mission related flyers, bulletins, or other information to the student mailboxes as well. Approval and an official stamp by the Office of Student Activities, UC Room 204, second floor, is required before this type of mail can be distributed. These mail pieces must be on at least 20# bond paper, bi- or tri-folded and of the proper size (minimum - post card size so they can be seen; maximum – 4½”H x 3½”W x 15½”L so they will fit). A mailing can be prepared for all mailboxes or for Residence Hall or Student Apartments separately. Organizations and departments are required to box this mail themselves with FAU Postal Services’ guidance. Departments and organizations desiring to send mail to resident student box holders should refer to Chapter IV, Sections B and D for additional addressing and preparation information.

F. Zip Code Information
Zip codes must be provided on all official correspondence. Mail will be delivered faster if a zip+4 code is provided. The complete mailing address for Florida Atlantic University is PO Box 3091 Boca Raton, FL 33431-6496.

Zip Code lookup:
Go to www.usps.com and click on “zip codes” -The fastest and most up-to-date method.
Use the Zip Code Directory in the FAU Pack-N-Post Lobby
Call 1(800) ASK-USPS or 1(800) 275-8777
Call Pack-N-Post at 297-6172.

G. Postage Rate Information
Postage rates vary and are changed periodically by the U. S. Postal Service. For information concerning postage rates you can call the FAU Mail Center at 7-6172, call 1 (800) ASK-USPS or quickly calculate rates for your mail pieces on the web at www.usps.com and click on “rate calculator”. To view a brief rate chart with a summary of the most common postage costs and fees you may also check the FAU Mail Center Web Site at http://www.fau.edu/student/off_srvs/mailctr.htm

H. Stamp Vending Machine
A coin/cash operated postage stamp vending machine is provided in the Pack-N-Post lobby for customer convenience during all operational and non-operational hours. The lobby is accessible 24/7. The FAU bookstore also sells common individual First Class stamps and books of stamps.
J. Comment Forms
Comment Forms are available in the Pack-N-Post lobby. Please use these forms to provide input about the service you receive and suggestions for improvement. All comments will be reviewed for appropriate action.

IV. CAMPUS MAIL SYSTEM
A. General Information
The Campus Mail System is used to provide internal distribution of official mail at the University. Campus or interdepartmental/interoffice mail service is provided by the FAU Mail Center to the main University campus twice each workday to most locations. Campus Mail, as well as First Class and Express Mail, is assigned the highest priority in sorting and delivery. The Campus Mail System is provided free of charge, and all interoffice/interdepartmental mail requires no postage. University academic and administrative units, officially recognized University groups and organizations, and University students and employees are authorized to utilize the Campus Mail System. All mail (including Campus Mail) must be placed at mail stop locations and areas designated for this purpose in each department/building. All mail will be picked up and delivered at these same locations.

Mail must be separated clearly by category: mail to be processed and metered by the FAU Mail Center; bulk mail; campus mail; resident student mail; mail for the FAU courier; and personal stamped U.S. Postal Service mail. International mail should be separated from the domestic mail. FAU mailers should call 7-6172 if extra containers or postal supplies are needed. They should also call in advance to warn the FAU Mail Center if larger than normal volumes or big mailings requiring carts/dollies will be needed. The FAU Mail Center operates under the Federal Private Express Statutes and State guidelines. Therefore, only official FAU mail is authorized to be placed into the Campus Mail system. Campus Mail may not be used for delivery or exchange of mail that is considered for private use or personal advantage. Greeting cards to individuals, personal notes or letters, personal party invitations and announcements, gifts, solicitations, advertisements or commercial mail etc. is not authorized. Religious, political or chain letters, or offensive material is prohibited and may not be sent using Campus Mail. Mail, which appears to violate these rules, will be noted and returned to the sender’s department.

Personal sealed and stamped letters may be placed in Campus Mail for same day postmark and placement into the U.S. Postal Service mail stream. The FAU Mail Center Manager and Supervisor are authorized to open undeliverable Campus Mail in order to determine the addressee for proper distribution.

B. Campus Mail Addressing and Forwarding
Correctly addressed Campus Mail is given priority. In order to make mail sorting expeditious and efficient Campus Mail must be addressed completely and accurately so that even an inexperienced clerk can read and sort it to the correct mailbox. If the address is insufficient and a destination determination cannot be made quickly, mail will be placed in a separate mail bin to be sorted later as time permits. Therefore, poorly addressed mail may be delayed or even returned. Resident Student Mail should be addressed: Student’s Full Name, Student’s complete Mailbox Number. Campus Mail should be addressed as follows: Name of Addressee, Office/Department Name Building #/Room #. Name of addressee (required). If known, the name of the individual or the position should be provided. The department or office name is acceptable as the name of the addressee if no individual or position is known. This will expedite mail Campus Mail forwarding within the addressee’s department and help postal clerks sort mail in the Mail Center.
Office/Department (required). This helps in sorting mail to buildings where there are several departments or offices. Building (required). This is critical to delivery of all mail. The building number or identification must also be checked for accuracy since changes frequently occur. Room # (optional). If known the room number is useful for personnel sorting the mail for departments, offices and buildings to expedite delivery.

Inter-Campus Mail to off-campus FAU locations and State University System (SUS) Courier
Mail may be placed in Campus Mail but must be clearly identified. See Chapter IX (Courier Services) for more information.

Typewritten/machine printed addresses are preferred. If hand written addresses are used print clearly in plain block letters and use the Campus Mail Routing Slip described below. Address labels for employees are available through Personnel Services. Call Personnel Services and describe the group of labels needed.

Mail Forwarding Policy. Most mail addressed to employees is considered departmental, not private individual mail, and intended for the employee filling a job or position in the department. Employees are not authorized to receive personal mail at work using the Campus Mail System. Mail for any department is intended for departmental purposes and is assumed to be substantially related to the department's purpose and mission. Therefore when an individual leaves a department, mail will still be forwarded to the department. It is the department's responsibility to determine if the mail needs to be kept in the department for a new or replacement employee, forwarded to the old employee or disposed of. The FAU Mail Center delivers mail as addressed and does not make decisions for departments on mail for individuals in each department. It is the department's responsibility also to advise employees who are transferring, changing locations or leaving to notify potential mailers of their change of address. It is important that the Office of Human Resources be notified of changes so that the database can be updated and labels requested through Computing System Services will be accurate. Additionally, departments may notify the FAU Mail Center if employees transfer to other FAU locations and a sincere attempt will be made to deliver mail to the new department.

C. Campus Mail Envelopes and Routing Slip

FAU Campus Mail is routed to the intended recipient using addressed or labeled, plain or recycled envelopes, single sheets (names highlighted), bi- or tri-folded mail pieces, sealed packages or bundled packages. For economy of funds and to avoid waste FAU does not utilize a standardized interoffice/department envelope. Each campus mailer should keep used envelopes of all sizes to place Campus Mail in when needed and reseal them with tape, brads, or staples. Mailers should avoid using preprinted FAU envelopes unless the nature of the mailing requires it (e.g. a mass mailing, official correspondence, etc.). If used, the return address should include the department’s name.

D. Bulk or Mass Campus Mailings

Large mailings for departments should be bundled using rubber bands by department and building number. They should also be submitted in numerical building order. A mass blanket mailing to FAU employees using Campus Mail can be submitted with or without names and campus addresses. Those with names and campus addresses should be submitted in bundles by department and in building order. Labels may be obtained by calling Computing at ???. A mailing for all employees without labels and names can be submitted in bulk, and will be distributed by the Mail Center in accordance with the rough estimates in Appendix B, Distribution Breakdown Estimate. Use appendix B to determine how many copies to provide and how to submit the mail in building/department order. Submit the mail to the FAU Mail Center indicating your choice of distribution. Departments and organizations sending large mailings to students residing in the Residence Halls or the Student Apartments must put the mail in student mailbox order. Blanket mailings, 8½” x 11” or larger, should be single or tri-folded to fit in the 4½” x 3½” x 15½” mailbox with no name or box number on the mail piece. There are 2000 mailboxes in the Post Office, but all are not active. Call 7-3907 for a current student mailbox population status. The Mail Center can seal regular and business size envelopes for Campus Mailings with our mail processing machines. Please plan for sealing service to add a little more time for distribution. Envelopes requiring sealing must be prepared with the flaps open, nested into each other and secured with a rubber band. To avoid delays, FAU organizations, offices and departments sending large campus mailings should prepare the mail so that it can be mailed with no additional preparation required by the FAU Mail Center. Some odd-sized envelopes are difficult to run, take longer to process, and if possible should be tucked, taped, or pre-sealed. Large flyers or brochures should be folded at least once. If a single sheet, it does not have to be sealed, stapled, taped or tabbed. Multiple sheets must be attached together by staples, tape, tabs
or some other means. If we need to increase or decrease the number of flyers distributed to your
department, organization or office, or if you have any questions, please call 7-6172.

E. Mail Security
All mail is protected against opening unless Undeliverable As Addressed (UAA). The FAU Postal
Manager and Supervisor are authorized to open any UAA First Class mail addressed to the
University and all Campus Mail to determine the recipient. The mail will then be forwarded to the
addressee, or if unknown, returned to the sender. Mail that is very sensitive in nature should be
marked “CONFIDENTIAL” by the mailer. This mail, if UAA, will be returned to sender unopened.
Never send cash in Campus or U. S. Mail. Security of mail is a high priority of the FAU Mail
Center. Mail in the possession of mail personnel is either locked up or under constant
observation. Security of mail in offices and departments at mail pickup and delivery areas is the
responsibility of the mailers. Theft or tampering with U. S. Mail is a violation of federal law and will
be investigated by the police and U. S. Postal Inspection Service. An internal secure system is
available to FAU Offices and Departments to send mail to employees or students without using
the U. S. Post Office system and/or postage. This system provides the sender verification of
receipt and is used to send important mail and to obtain a signature of the addressee upon
receipt (similar to Certified/Return Receipt mail). The system utilizes numbered U.S.P.S
Registered Mail slips. The addressee must sign for the mail and the signature is stored in an
electronic database.

F. Campus Mail Routes and Schedules
The FAU Mail Center provides mail pickup and delivery service twice daily to most
departments and buildings along four primary routes. The morning run begins at 9:00 AM, and
the afternoon run begins at 1:00 PM. One additional special purpose route is run once each day –
the 7:30 AM Report Run from IRM to selected departments. Appendix C, FAU Mail Routes and
Stops, provides a description of each route and mail stop. Departments requiring a special
pickup should call 7-6172 for arrangements. Postal Clerks try to stay on schedule, but
sometimes, due to unforeseen circumstances, arrival times may vary slightly. Current schedule
and times are posted on the Mail Center web site at
http://www.fau.edu/student/off_srvs/mailctr.htm Mail picked up from a department on campus
going to another department on campus is generally delivered during the next delivery on
campus, but no later than the next business day. Remember that incorrect addressing,
environmental conditions, personnel shortages, equipment failures, etc. can delay mail, but every
effort is made to move the mail as efficiently as possible.
If desired and at any time departments may also bring Campus Mail to Pack-N-Post lobby in
Student Services Building West, Room 127 and drop it off at the window. The FAU Postmaster
must approve any changes in the schedule, pickup and delivery locations and routes. Call 7-3172
or send an e-mail to request changes and submit justification. Our goal is to serve our customers
efficiently, and in order to accomplish this and continue twice-a-day service; we must keep our
pickup and delivery areas to a minimum, preferably one per building at ground level.

G. Incoming Mail Handling
U. S. Postal Service mail arrives at the FAU Mail Center at approximately 9:30 AM Monday
through Friday. Campus Mail arrives upon return of the Postal Clerks from their routes and when
hand carried to the dock or Pack-N-Post window. Mail is sorted to the office/departmental
mailboxes immediately upon arrival then bundled for delivery or processing as required.
All First Class letters, Priority Mail, Courier Mail, packages and Campus Mail are picked up
and delivered twice daily Monday through Friday in the Campus Mail System and are given the
highest priority. This mail is normally delivered the same day received, except for mail from the
last Campus Mail run. Mail received for processing by 2:00 PM will be metered and dispatched
the same day. Standard Mail (old Third Class Mail) is processed within 24-48 hours and campus
bulk or mass mailings are normally delivered within 24 hours.
Express, Certified, Registered and Insured is considered accountable mail and requires
signatures of addressees. The FAU Mail Center serves as the authorized agent of the University
for the receipt and delivery of this mail and signs for it or insures that the office/department signs
for the mail as required.
Express Mail, Certified and Insured Mail addressed to departments or individuals will be scanned into an electronic tracking system upon receipt by the FAU Mail Center and will be delivered to the addressee for signature during the next scheduled Campus Mail run. A signature of the addressee or an authorized department representative will be required upon delivery to the office, department or organization. **Priority and Parcel Post** (Standard Mail B or old Fourth Class) Mail with **Delivery Confirmation** barcodes will be scanned into an electronic tracking system upon receipt by the FAU Mail Center and then delivered to the office/department in the Campus Mail System on the next scheduled mail run. No signature is required for Delivery Confirmation Mail.

**V. PREPARING AND PROCESSING U. S. MAIL**

**A. General Information**
The FAU Mail Center provides mail-processing services to all authorized organizations, offices and departments for all classes of U. S. Postal Service official University mail. This includes sealing letters, determining and imprinting postage for your mail using postal scales, processing equipment and postage meter and meter tapes, and entering the mail into the U. S. Postal Service system. The FAU Mail Center also acquires all FAU Mail Permits and maintains the necessary advance deposit accounts for University Bulk, Postage Due and Business Reply Mail. Your mail should be prepared in accordance with the guidance in this section of the postal guide. If this guidance is strictly followed your mail will receive consistent and on-time delivery, and you will avoid costly overcharges and frustrating delays.

Mail for processing is collected in the FAU Campus Mail System or mailers may bring it to the FAU Mail Center, loading dock or at Pack-N-Post, SSB-W, Room 127. The U. S. Postal Service mail truck picks up FAU mail at 2:30 p.m. Monday through Friday. **Therefore, it is necessary to insure all mail to be processed is in the FAU Pack-N-Post by 2:00 p.m. for same-day dispatch and postmark.** Mail received after this cutoff may not be processed until the following business day. When mail is processed the postage used is automatically attributed to the customer’s account by FAU Mail Centers’ computerized Mail Management accounting system. **The accumulated postage is billed/charged to the account holder after the end of the day.** Questions concerning postage charges should be directed to the Postmaster at 7-3172.

**B. FAU Mail Voucher**
All outgoing U. S. Mail to be processed and metered is required to be accompanied by a **bar-coded Mail Voucher**. Mail without a voucher will not be picked up for processing. The FAU Mail Center Memo is a 4” x 8.5” form that has the customer’s account number bar-coded on top, the department name, and selections for the class of mail and type of service desired. The customer must fill in the form completely. The form must be dated and signed legibly by someone designated and authorized by the account holder. These vouchers should be kept in a safe place and given the same level of security as you would give to your own personal checkbook. A sample voucher is shown at Appendix D, FAU Mail Voucher. The barcode is scanned so that, as mail is processed, postage charges can be recorded and charged to the proper account. Completed vouchers are annotated with the postage charges and number of pieces metered and kept on file for one year. **The completed memo must be attached or banded to the mail securely and placed prominently on top or in front of the container so that the postal clerk processing the mail can easily find it.** The memo should not be stapled or glued. Tape is not recommended, but if used should not be placed on the address information or in such a way that it will tear the mail piece upon removal. "Removable" tape is acceptable. **FAU Mail Vouchers can be obtained from the FAU Mail Center.** They can be requested through Campus Mail, e-mail or the Mail Center Web Site at http://www.fau.edu/student/off_ser,srvs/mailctr.htm

Accountholders should **destroy all old FAU Mail Vouchers** when the account is deactivated or no longer authorized to accept postal charges. After destruction, customers should notify the FAU Mail Center by e-mail or at 7-3172 of accounts to be blocked from future mail processing and charges.
C. Departmental Billing
The FAU Mail Center maintains advanced deposit permit accounts with the U. S. Postal Service and pre-deposited funds in the University’s postage meters in order to process the University’s mail every day. These funds are replenished by postage “charge back's” to departments and account holders utilizing postal services. At the beginning of the month a copy of monthly billing will be provided to each account holder. Each account will then be charged by the Office of the Controller for the previous month’s postage charges. These charges will include postage for metered mail, bulk (Standard) mail, Business Reply mail and Postage Due charges. All account holders should check each month’s billing as reflected in the Departmental Ledger Detail report provided by the Department of the Controller. Any questions or discrepancies should be directed to the FAU Mail Center at 7-3172.

D. Postage Rates
Postage is charged according to the class of mail and the way the mail is prepared and presented to the U. S. Postal Service. FAU mail is sent Expedited (Express or Priority), First Class, First Class presorted (500 or more pieces), Standard Mail - bulk (200 or more pieces), Package Services, and Special Standard Mail (library and book rate). FAU mailers should use the least costly method of mailing which will accomplish the mailing need. Call the FAU Mail Center at 7-6172 to determine the least costly mailing alternatives. Also FAU mailers should use this guide to determine qualification for discounted postage rates, mailing requirements and preparation rules. Postage rates for all classes of domestic and international mail change periodically. Current postage rates can be found at www.usps.com and selecting “Rates” or call 7-6172 or visit Pack-N-Post for information concerning rates and fees for services.

E. Choosing the Right Class of U. S. Mail
Every piece of mail entered into the U. S. Postal Service mainstream belongs to a certain class, and the class to which it belongs determines the way it is handled. Mailers should use the FAU Mail Voucher to indicate the desired class of mail for mail pieces they submit for postage and processing. Content and enclosures, weight, urgency and cost are the factors you must consider in determining the class best suited for your mail pieces. The following brief information is provided to help you decide what class to select and the characteristics of each class.

What can be mailed?
If mail is considered "non-mailable" it is prohibited from the mail. Some hazardous material is non-mailable outright. To be mailable articles must be packaged correctly to prevent damage or harm, have required warnings if hazardous, restricted or perishable, and conform to specific postal rules and regulations. One important rule is that a mail piece cannot be less than 3 ½” high by 5” long or it is non-mailable. If there is a question about mailing call Pack-N-Post at 7-6172 for references and information.

Expedited Services – Express and Priority Mail.
Express Mail is the quickest and most costly method to mail an article with the U. S. Postal Service. It provides reliable, expedited mail delivery overnight (by 12:00 p.m. or 3:00 p.m.) or on the second day, 7 days a week, 365 days a year. Express Mail is guaranteed on-time delivery or the postage is refunded. It is bar-coded and can be traced. Insurance is also included in the cost. It is also available to most APO’s and FPO’s and international locations, but is not guaranteed or delivered overnight. Express Mail is expensive and should only be used when using another class of mail would not suffice. There is no minimum weight and the maximum is 70 pounds. The maximum size is 108” length and girth combined. Express Mail envelopes and labels are available free of charge from Pack-N-Post.

Priority Mail is expedited First Class Mail with a 2 to 3 day delivery only in the United States and its territories. It costs much less than Express Mail, but more than First Class Mail (up to 13 ounces). It is very reliable, but cannot be guaranteed or traced. There is no minimum weight and the maximum is 70 pounds. The maximum size is 108” length and girth combined. Priority Mail envelopes, labels and boxes are available free from Pack-N-Post.

Note: Express and Priority Mail should not be used for the Boca Raton 33431 zip code delivery area unless absolutely required. First Class mail is normally delivered in one day (overnight) within the Boca Raton 33431 zip code delivery area.

First Class Mail. This is the most common mail at FAU. If mail is submitted without an indication of the desired class, it will be assumed to be First Class. Almost anything can be mailed First
Class and will be delivered in 1-5 days, depending on the zone, but is not guaranteed. **Mail that is written or typewritten (even on a computer), personal correspondence, bills or statements, stamped cards, or Business Reply Mail must be mailed at the First Class rate.** Priority Mail is actually a subclass of First Class and includes mail weighing more than 13 ounces (see above for limits). Most First Class Mail consists of letters and non-letters (or “flats”) and has a delivery standard from one to five days depending on the postal zone. If you have 500 or more pieces of similar First Class Mail you are eligible for a discount if certain presorting and other conditions are met. Chapter VI, Section M, Bulk Mail, provides specific information for presorting. **First Class Mail is sealed against postal inspection.**

**Periodicals Mail** (formally Second Class Mail). This includes magazines and newspapers that meet strict rules and are published a minimum of 4 times per year. Call x2437 or x3211 for information.

**Standard Mail or Standard Mail (A)** (formally Third Class Mail). **This is commonly called “Bulk Mail”.** This includes mailable matter that is not First Class Mail or Periodicals and weighs 20 less than 16 ounces. It includes advertising, circulars, catalogs, newsletters, booklets, flyers, etc. To qualify there must be at least 200 pieces or 50 pounds of identical mail. It is open to postal inspection and is non-personal in nature. Standard Mail sometimes receives deferred service, and therefore, has a lower priority than First Class Mail. It is usually delivered in one to seven days depending on the postal zone. All Standard Mail must be presorted and receives discounted rates.

**FAU qualifies for lower nonprofit standard rates if certain standards are met.** See Chapter VI, Section B-C for requirements and qualification for special nonprofit rates.

**Package Services or Standard Mail (B)** (formerly Fourth Class Mail or Parcel Post). This consists of parcels, merchandise, printed matter, books, films, sound recordings, library mail and other articles not required to be mailed as other classes of mail. This mail must be 16 ounces or more (except Special Standard and Library Mail), but no heavier than 70 pounds nor greater than 108" in length and girth combined. Parcel Post Mail, however, may reach up to 130" at an increased “oversized” rate. Package Services Mail may also receive deferred service, but usually takes one to seven days depending on the postal zone.

**Subclasses of Package Services or Standard Mail (B).** These subclasses may provide lower postage rates:

**Bound Printed Matter.** Weighs 1-15 pounds, is 90% printed sheets, is advertising, promotional, directory or editorial, and is securely bound by permanent fastening.

**Special Standard Mail.** This includes books, film, sound and video recordings, printed music, manuscripts, educational charts, and test materials.

**Library Mail.** This includes books, sound recordings, printed music and museum materials and is reserved for the exchange of items between schools, libraries and museums and certain nonprofit organizations.

**International Mail.** International Mail includes air and surface mail. **Letters, postcards, aerograms, small packets up to 4 pounds, printed matter and parcels (weight depends on the country) can be sent airmail.** International Airmail may take from 5 to 14 days for delivery depending on the destination. Parcels and “M-Bags” (for books) can be sent surface (ship) and will take up to two months for delivery depending on the country. The FAU Mail Center can mail International Mail to many countries faster using Express (1-3 days) and Global Priority Mail (3-5 days) if specified. This is faster and more expensive, but is not guaranteed. Customs Declaration Form, PS Form 2976 or 2976-A, must be completed by the mailer and restrictions are outlined in the International Mail Manual (IMM) in UWF Postal Services. Rates and fees vary by country. Call x7-6172 for additional information, forms and supplies.

**F. Choosing Special U. S. Mail Services**

The U. S. Postal Service offers a number of special services to meet your mailing needs. All of these services are provided for a special fee in addition to postage. Mailers should only request those features they truly need using the FAU Mail Voucher. Applicable forms are available from the FAU Mail Center or by calling 7-6172. All forms should be completed by the mailer prior to submission for processing. Current fees are posted on the FAU Mail Center and U. S. Postal Service web sites or you can call 7-6172 for them. To help in choosing the appropriate service, these services, their requirements and features are described below.
Certified Mail provides proof of delivery of mail. The sender receives a mailing receipt at the time of mailing. The Postal Service keeps only a record of delivery at the recipient’s Post Office. Postal Service Form 3800, Certified Mail Receipt, a bar-coded green and white form, should be completed with the “from” and “to” addresses by the sender and attached to the top, center of the mail piece, above the delivery address and folded over the top edge of a letter. The FAU Mail Center will finish completion of the form, process the article and apply the appropriate postage and fee.

A Return Receipt provides the mailer with evidence of delivery. The return receipt is the sender’s proof of delivery. Most often this service is used in conjunction with Certified Mail but can be used with other special services as well. Postal Service Form 3811, Domestic Return Receipt, a green postcard form, should be completed by the sender with the sender’s address on the front and the delivery address on the back and attached to the back of letters and the front of flats and packages to the left of the delivery address on the mail piece. After delivery, the U. S. Postal Service mails the signed return receipt to the sender.

A Certificate of Mailing is a receipt showing that an item was mailed. No record is kept at the Post Office. The mailer must complete Postal Service Form 3817, Certificate of Mailing, for each item. The FAU Mail Center will date-stamp and apply postage to the receipt and return it to the mailer.

Restricted Delivery service may be requested to have the mail piece delivered only to the addressee or the addressee’s agent.

Collect on Delivery (COD) service is available, but rarely used by FAU organizations and departments. A COD fee based on the value of the article, additional insurance if desired and postage are required for mailing. Also, the recipient must have ordered or have agreed to accept the goods being shipped prior to mailing. The delivery Post Office will collect the value and postage amounts from the addressee and return the check or money order to the sender. Call the FAU Mail Center at 7-6172 for more details.

G. Mail Standards
The cost of mailing varies with each classification as indicated above in Section E, Choosing the Right Class of Mail, above. If established standards are not met mail will be subject to surcharges, additional fees or postage, or may not be mailable at all. Therefore the standards below should be followed in constructing your mail. All mail less than ¼” thick must be rectangular (sides parallel and meeting at right angles), a minimum of 3 ½” high x 5” long and at least .007” thick. Square envelopes are mailable. Size is determined by placement of the address, therefore, the address on the face of the envelope should be parallel with the longest side of the envelope and should conform to Section H, Addressing for Success, below.

A letter is a mail piece that is less than 6 1/8” high x 11 1/2” long but larger than 3 1/2” high x 5” long, less than ¼” thick, and the flap should be at the top when looking at the address. Most folded self-m mailers are considered letters if they conform to these dimensions.

A “flat” (or non-letter) is a mail piece that is larger than 6 1/8” high x 11 1/2” long or exceeds any letter-size dimension, but is within the maximum dimension of 12” high x 15” long or ¾” thick. The flap should be on the right side when looking at the address, except when the flap is on the longest side of the envelope it must be on top.

A postcard (including a folded double postcard) must be larger than 3 ½” high x 5” long, but smaller than 4 ¼” high x 6” long in size and between .007 and .016 inches thick. A First Class letter or postcard less than one ounce and not falling within the required dimensions or having an “Aspect Ratio” (length divided by width) less than 1.3 or more than 2.5 inches will be assessed a nonstandard surcharge.

Appendix E, Letter and Postcard Dimensions, is a quick reference that provides a diagram of the minimum and maximum dimensions for use determining types of mail.

A parcel is a mail piece that is neither a letter, flat nor postcard. Round, triangular and cylindrical parcels should be avoided. Packaging should be cardboard or heavy paper wrapping. Oiled, waxed or black paper should not be used. Reinforced sealing tape or heavy-duty package sealing tape is preferred. String, “Scotch” tape, twine and rope are unacceptable. Contents must be packaged securely. Generally, this mail must be 16 ounces or more, but no heavier than 70
pounds nor greater than 108” in length and girth combined. Parcel Post Mail, however, may reach up to 130” at an increased “oversized” rate.

**H. Addressing for Success**

The single most important factor in getting your mail delivered quickly and accurately to the recipient is proper, quality addressing! This is especially true since most mail is processed by U. S. Postal Service automated machinery that uses optical character readers (OCR) to read addresses and sort to the proper location at a speed of 10 pieces per second. If your mail isn’t technically compatible it will be delayed and you’ll miss the related benefits, especially postage discounts. The FAU Mail Center is here to assist you with addressing guidance and recommendations.

See Appendix F, Common Addressing Problems, for samples of addresses that are not technically compatible or machine-readable. Addresses should be typewritten or machine printed. **The proper ZIP code is required on all outgoing FAU official business mail.** The *National Five-Digit ZIP Code and Post Office Directory* as well as the *Florida ZIP+4 State Directories* are available in the Pack-N-Post lobby. ZIP codes are quickly and easily obtained on the Internet by selecting “ZIP Codes” on the U. S. Postal Service web site: [www.usps.com](http://www.usps.com). You may also call 1 (800) ASK-USPS (275-8777) or Pack-N-Post at 7-6172 for ZIP code lookups. Never send mail without a ZIP code, because it will be delayed. If the ZIP+4 is unknown, use a 5-digit ZIP. The FAU return address must be used on all official mail in the upper left corner. **The department name must appear in the return address**, even on FAU pre-addressed envelopes, so that the right postage is charged to the correct department and, most importantly, if the mail piece is undeliverable, it can be returned to the mailer. It is important that departments and organizations encourage their correspondents to send their replies and other mail to their full current address (name, department, building and room). This is especially true for periodicals and catalogs that are often addressed incompletely making it difficult to sort and slowing the distribution process. The following recommendations are provided to make your University mail machinable, readable and technically compatible with U. S. Postal Service OCR readers and barcode sorters.

**Size.** Make sure that your letter is the proper size. See above dimensions or Appendix E, Letter and Postcard dimensions, for more detailed information. Mail pieces smaller than 3 ½” x 5” and .007” thick are not mailable. Oversized mail is mailable but may bypass the OCR and be handled manually.

**Address Location.** The address on a letter must fall inside the OCR read area which is an area at least ¼” from the sides, 5/8” from the bottom and no higher than 2 ¾” from the bottom. No portion of the return address should appear in this area as shown in the guide below.

**LETTER ENVELOPE GUIDE**

**Address Lines.** Keep address lines in the same order as shown in the illustration above. Make sure the address is as complete as possible, including all apartment or suite numbers and proper delivery designations (such as RD, NW, STE, etc.). See Chapter XI, Abbreviations, for the most common authorized U. S. Postal Service abbreviations. The optical character readers
only read and sort from the bottom up, by the last two lines of the address and the carrier
only delivers to the location on the second to last line, the delivery address.
Therefore, avoid dual delivery addresses, such as both the street address and the PO box
number in the same address. Use one or the other on the delivery address line, preferably the
address where the recipient is most likely to receive the majority of their mail. For most
businesses this is their PO box since this mail is delivered and picked up earlier. The official 2-
letter state abbreviations should be used and two spaces should separate the state from the
ZIP+4 code. Never put anything under the last line (City, State, ZIP) except the country name
on international mail. If there is not enough room, you may put the ZIP code on the bottom line
alone. Address Characters. Capitalize everything using plain block uppercase letters or a
sans serif typeface such as Helvetica, Courier, Universal or Arial (avoid script, italic, artistic, etc.
typefaces). Omit all punctuation, except the hyphen in the ZIP+4 code. Use authorized
abbreviations whenever possible. Handwritten addresses should not be used on official
University mail except when necessary or for a special effect. Use 10-12 pt font size, and do not
use small, light or bold fonts. Avoid double spacing.
Address Margin. Use block addressing with a uniform left-hand margin (left justified)
anywhere inside the OCR read area. Addresses must be parallel to the bottom, not slanted or
skewed. This is especially true for labels.
Spacing. The OCR must see a clear vertical space between each character and word and
horizontal space between each line so that it will know where they begin and end. Spaces should
be at least the width of one full-sized character and cannot touch or overlap.
Barcode Clear Area. This area must remain clear of all printing, markings, or colored borders.
This allows for a clean display of the barcode, which can be preprinted or that the Post
Office machinery will spray there when it reads the address.
Non-Address Information/Logos. Extraneous printing such as logos, promotional statements or
other copy should be positioned above the delivery address line and not in the postage area. The
space below and on either side of the delivery address line (second to last line of the
address) should be clear of all printing or markings not a part of the address. These are
recommended to be placed to the left, right or below (but not above) the return address. Foreign
Addresses. Foreign mailings should have the country name, printed in capital letters and
in English, as the only information on the bottom line. The postal zone, if any, should be
included with the city.

For example:
PROFESSOR JUDY JOHNSON
DEPARTMENT OF ENGLISH
WESTMINSTER UNIVERSITY
117 WINDSOR AVE
LONDON W1P6HQ
ENGLAND

Window Envelopes. The entire address must always be visible through window envelopes
to avoid hidden addresses and delays for the resulting manual processing. The address should
not be within 1/8” of the window border. Mailers should conduct a “tap” test to insure the inserts
will not shift. Never staple mail into window envelopes – use an envelope without a window.
Print Quality and Color. The OCR performs best with black ink on a white background.
Certain color combinations are acceptable if there is enough contrast between the ink and paper.
Keep the ink as dark as possible and the background as light as possible. Avoid using red, dark
red or maroon paper.
Return Address. The return address tells the U.S. Postal Service and the FAU Mail Center
where the sender wants the mail piece returned if it cannot be delivered. The University’s return
address with the department’s, office’s or organization’s name should be placed in the upper left
corner of the envelope, above the delivery address line of the address, and outside of the
OCR read area. It should extend no further than half the length of the mail piece from the right
edge and no further than one-third of the height of the mail piece from the top. Note that the
format and font guidelines above for the delivery address do not necessarily apply to the return
address. The FAU Mail Center will not process any mail that does not have a University return address. Home or business addresses may not be used. Preprinted University envelopes may be used for official University mail only. Mail that appears personal in nature using the University return address or envelopes will be returned to the sender’s department or organization. Sample acceptable return addresses:

**FLORIDA ATLANTIC UNIVERSITY**
Office of the University Controller
Student Accounts – Student Support Svcs. Bldg SU-80
777 Glades Road
Boca Raton, FL 33431-6496

### I. Endorsement Selection for Forwarding, Return and Address Service

Mailers can put approved Ancillary Endorsements on their mail in order to request forwarding, return or address correction services. Specific endorsements are authorized for each class of mail.

**The endorsements used by FAU mailers are Address Service Requested, Forwarding Service Requested and Return Service Requested.** If no endorsement is chosen the mail piece will be handled as though it has the “Forwarding Service Requested” endorsement.

**Placement.** The selected ancillary endorsement must be placed in one of the following locations with ¼” clear space around it: directly below the return address, directly above the delivery address area, directly to the left of the postage, directly below the postage area, or for non letter-size mail place it below the return address. Use the following chart to determine how you want your mail handled and endorsed. Call the FAU Mail Center 7-6172 to determine current charges and fees and for advice on the best endorsement to use for your mailing and to avoid costly charges. Use of ancillary endorsements is one method of updating address lists to qualify for postage presetoring discounts, since First Class Presort and Automation rate mailings must have the addresses updated within 180 days prior to the mailing date.

<table>
<thead>
<tr>
<th>ENDORSEMENT</th>
<th>FIRST CLASS</th>
<th>STANDARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>No endorsement</td>
<td>Months 1-12: Mail forwarded; no charge</td>
<td>Mail disposed of by USPS</td>
</tr>
<tr>
<td></td>
<td>Months 13-18: Mail returned with new address attached; no charge</td>
<td></td>
</tr>
<tr>
<td></td>
<td>After month 18 or if undeliverable: Mail returned with reason for non-delivery attached; no charge</td>
<td></td>
</tr>
<tr>
<td>Forwarding Service Requested</td>
<td>Same as no endorsement above</td>
<td>Months 1-12: Mail forwarded at no charge; separate notice of new address sent; address correction fee charged. Months 13-18: Mail returned with new address attached. Only Standard Mail weighted fee charged. After 18 months or undeliverable: Mail returned with reason for non-delivery. Only Standard Mail weighted fee charged.</td>
</tr>
<tr>
<td>Return Service Requested</td>
<td>Mail not forwarded. Mail returned with correct address and reason for non-delivery; no charge.</td>
<td>Mail not forwarded. Mail returned with correct address and reason for non-delivery. Fee charged at First Class/ Priority rate.</td>
</tr>
<tr>
<td>Temp-Return Service Requested</td>
<td>Pieces returned with new address or reason for non-delivery attached. If temporary change-of-address, mail is forwarded. No notice of change. No charge.</td>
<td>N/A</td>
</tr>
<tr>
<td>Address Service Requested</td>
<td>Months 1-12: Mail forwarded at no charge; separate notice of new address sent; address correction fee charged. Months 13-18: Mail returned with new address attached. No charge. After 18 months or undeliverable: Mail returned with reason for non-delivery. No charge.</td>
<td>Months 1-12: Mail forwarded at no charge; separate notice of new address sent; address correction fee charged. Months 13-18: Mail returned with new address attached. Only Standard Mail weighted fee charged. After 18 months or undeliverable: Mail returned with reason for non-delivery. Only Standard Mail weighted fee charged.</td>
</tr>
<tr>
<td>Change Service Requested</td>
<td>No forwarding or return. Separate notice of new address or reason for non-delivery. Address correction fee charged. Mail disposed of. NOTE: Not available for FAU use on 1st Class mail</td>
<td>No forwarding or return. Separate notice of new address or reason for non-delivery. Address correction fee charged. Mail disposed of.</td>
</tr>
</tbody>
</table>
J. Preparing and Submitting Mail

The originating office, department or organization is responsible for properly preparing all mail pieces which includes addressing, wrapping, enveloping, completing necessary forms, including the FAU Mail Voucher, and submitting it as described below. All mail must be separated into categories when preparing mail for submission to the FAU Mail Center.

These categories include mail for processing and metering (divide into envelopes, flats and packages), campus mail, mail for student mailboxes, international mail, bulk mail, mail for the FAU Courier, and personal stamped mail. The completed FAU Mail Voucher must be securely attached by rubber band, paper clip or tape in order to the meter, mail with classes and services desired indicated. If tape is used removable tape is recommended and it should be placed so that it will not tear or deface the mail piece when removed. All Special Service forms (e.g. Certified, Return Receipt) should be completed by the mailer prior to submission. Call 7-6172 for forms and supplies. Mail for students assigned a FAU mailbox must be submitted in mailbox order using complete four digit mailbox numbers.

Campus mail for another office, department or organization should be prepared and submitted as described in Chapter IV, Campus Mail System. Standard/Bulk or Presorted First Class mail should be submitted as described in Chapter VI, Bulk Mail – Standard and Presorted First Class. All mail must be placed at the designated Mail Stop pickup and delivery location for that building, department or organization for pickup by the FAU Mail Center or it can be submitted in person at Pack-N-Post in SSB-W, room 127. Multiple identical envelopes should be submitted upright, faced (facing the same direction), sealed or open with the flaps nested against each other, and banded together if they are to be sealed and have the postage applied by the FAU Mail Center mail processors and postage meters. When planning for a large mailing remember that envelopes can have the return address and the bulk mail postage permit indicia preprinted on them by Mail Services or letter shop vendors in order to save time.

Folded Self-Mailers (Tri-fold and Half-fold mail pieces) are acceptable, but not recommended due to the tattered appearance, difficulty to process in high speed mail processors and the possibility of non-delivery due to the condition of the mail. When using this type of mailer the fold should be at the bottom with the opening at the top secured by tape, tab, wafer seal or glue. Staples are unacceptable, except on booklet spines. This type of mail cannot be sent internationally.

Self-Mailers and Double Postcards can have one tab or wafer seal in the center of the top if it has a minimum paper weight of either 28 pounds if a single sheet, 24 pounds if multiple sheets and 75 pounds if it is a double postcard. 20-pound paper may be used for folded self-mailers or booklets if sealed with two tabs or wafer seals each placed within one inch of the top ends of the mail piece.

Envelopes. Envelopes of all types, sizes and styles, including imprinted, window, bond and Kraft are available commercially, depending on your requirements. Mail Services can be consulted for labeling, preprinting return addresses, printing delivery addresses and permit indicia, or your design and this manual should be consulted for addressing and other requirements. Delivery addresses should be applied by properly placed labels, typewriting or machine printing. The size should properly accommodate the contents, but it should be rectangular in shape. In the U. S. Postal System there are two categories of envelopes: letter size and flats (non-letters). Keeping your mail piece at letter size will save you money when designing mail. Use light colored envelopes and avoid brilliant colors. Enclosures will determine the appropriate envelope to be used. The envelope must be one of the right size and strength keeping the enclosures firm and snug. Excessively large envelopes allow inserts to slide creating an imbalance risking ripping and loss of contents. Conversely, if overstuffed it can burst at the seams also resulting in loss. The strength should withstand the weight of the contents.

Window envelopes must have enclosures that are designed to fit so that the address appears in the window without slippage and without borders, artwork or extraneous information showing through. Staples cannot be used to hold enclosures in the envelope. There must be 1/8"
clearance all around the address from the window. Use the “Tap Test” to check for slippage, tapping the envelope on all edges to detect movement of enclosures. Although not necessary or required green diamond bordered envelopes can be used for domestic First Class mail and Red and Blue Diamond bordered envelopes can be used for international mail. International mail will be stamped “Airmail” or “Par Avion” by the FAU Mail Center as required.

Plain white or manila envelopes may be used for all types of mail. Padded or corrugated envelopes may be used for mail requiring some protection. The FAU Mail Center does not provide envelopes, except for U. S. Postal Service Express, Priority or Global Priority envelopes and boxes. Stamped #10 and 6 ¼” envelopes are available for purchase by cash, check or OWL CARD from Pack-N-Post if needed. Clasps on any envelope should be taped over.

Packages must be prepared properly by the submitting office, department or organization. Good, rigid boxes with all flaps intact are acceptable. The container should be made of sturdy paperboard, fiberboard, wood, plastic or metal. Plastic bags and sturdy envelopes may be used up to 5 pounds. Avoid waxed, oiled or Styrofoam materials. Cushion the contents separately and securely with lightweight or shredded paper, bubble wrap, foam peanuts or similar material to protect the item and mail processing equipment from damage.

Package Wrapping. It is preferable that wrapping be omitted if the box is an adequate container. Wrapping with Kraft-type paper, similar to the paper grocery bag, at least 60-pound basis weight may be used.

Package Sealing. Boxes with heavy loads should be reinforced with banding about every 8 inches in all directions around the package. Package sealing tape, reinforced filament tape, reinforced Kraft paper tape, heavy staples or steel stitching or adhesive should be used to seal packages. Scotch-type tape, masking tape, paper tape, twine, cord, rope, and cellophane tape should not be used.

Package Size and Weight. Packages exceeding the weight limit of 70 pounds are not mailable through the FAU Mail Center or any U. S. Post Office. Packages up to 108 inches in combined length (measure longest side) plus girth (measure the distance around the thickest part) are acceptable at regular rates. A package between 108” and 130” is mailable but an oversized rate will be charged. Packages over 130 inches in length plus girth combined are not mailable.

Addressing Packages. The delivery and return address on a package should be placed lengthwise on the largest side of the package. They should be on a label or written directly on the package on one side only. A duplicate label should also be placed inside the package and on the box itself in case any wrapping is torn or unreadable. It is helpful to use a “FROM:” and “TO:” format and use a larger font for the delivery address so that it is clear where it is to be delivered. The address should conform to the addressing standards in Chapter V, Section H, Addressing for Success above.

K. Sealing Service
The FAU Mail Center can seal your standard size gummed envelopes with flaps at the top using our high-speed sealing equipment and mail processors when applying postage. Large, nonstandard, or bulky envelopes must be sealed by the mailer. For envelopes requiring automatic sealing, leave flaps open, nested into each other, and secured with a rubber band. Sealing of bulk mailing envelopes not requiring a metered postage imprint, or for envelopes which will have stamps manually applied can also be provided.

L. Processing and Metering Mail
Outgoing First Class and Expedited mail is the first priority of the FAU Mail Center and is processed on a first-come, first-served basis. Upon receipt before 2:00 PM, official First Class mail that is properly prepared and submitted is sorted, processed and metered, trayed, and dispatched to the U. S. Postal Service the same day it is received by the FAU Mail Center. Mail requiring more preparation will be returned to the mailer for reworking. The FAU Mail Center will attempt to call the mailer named on the FAU Mail Voucher if there is a question or problem. Postage will be charged back to the account indicated on the FAU Mail Voucher at the end of each day. If needed and under certain special circumstances a mail piece can be pre-metered and postage can be applied without having a date indicated. Call 7-6172 for information.
M. Supplies
Postal supplies can be obtained from the FAU Mail Center by calling 7-6172 and requesting the items needed. They will be placed into Campus Mail for distribution to the requester or can be picked up at Pack-N-Post. Supplies available are Express Mail, Priority Mail, and Global Priority Mail labels, envelopes, and USPS boxes of different sizes. Special Service forms for Certified Mail, Return Receipt and Customs forms are also available. Containers, such as tubs, one and two foot trays and covers can also be provided upon request. Rubber stamps for regular and nonprofit bulk mailings are available for checkout and return. Mailers requiring postage stamps must provide a credit, cash or OWL CARD to Pack-N-Post for their purchase. Stamps cannot be charged directly to University accounts.

VI. BULK MAIL - STANDARD AND PRESORTED FIRST CLASS
A. General Information
Large and specialized mailings should be planned thoroughly in advance to be the most effective and to take advantage of discounts offered by the U. S. Postal Service. These guidelines should help you to properly and efficiently prepare these mailings in a timely manner. To qualify, bulk mail must meet certain standards, which are summarized below. Failure to comply explicitly with the U. S. Postal Service rules can cause your mailing to be reclassified to a higher rate or even to be rejected altogether. The FAU Mail Center can process your properly prepared bulk mail. Bulk mailings submitted to the FAU Mail Center will be processed immediately after all First Class Mail and Campus Mail, but in rare cases may take up to three days to process and submit to the U. S. Postal Service for entry into the U. S. Mail stream. Some offices, departments and organizations, especially those with very large mailings in which automation and bar-coding discounts can be taken, may use an off-campus presort or mailing vendor to produce, prepare and submit their bulk mailings. If you need advice or guidance please call the FAU Mail Center at 7-6172. The FAU Mail Center establishes and maintains the University bulk mail Permit (Permit 77), budgets for and keeps sufficient funds in the advanced deposit permit account with the U. S. Postal Service, bills departments for bulk mailings as required, and is responsible for monitoring all University bulk mailings for nonprofit qualification and the adherence to mailing standards. All bulk mailings, including those submitted by vendors, must be reviewed by the FAU Mail Center prior to submission to the U. S. Postal Service. A sample must be provided to the FAU Mail Center for filing with the Postage Statement for Postal Inspectors. Prior to submitting mail directly to the U. S. Post Office Bulk Mail Entry Unit (BMEU) in Boca Raton through a vendor, departments must coordinate with the FAU Mail Center at 7-6172 to insure adequate funds are available and to complete the appropriate Bulk Mail Acceptance form. For very large bulk mailings being deposited by vendors, departments should deposit a University or vendor check at the BMEU with the mailing for the exact amount of the postage charges.

What is Bulk Mail? What we commonly call “Bulk” mail is actually large volume Standard Mail (formerly called Third Class Mail or Standard Mail A) or Presorted First Class Mail depending on the contents. Large volumes of Package Services Mail (formally called Fourth Class Mail or Standard Mail B, which includes Bound Printed Matter, Parcel Post, Library Rate, and Media Mail) can also be mailed as discounted bulk-rate mail.

B. Standard Mail
Standard Mail consists of at least 200 pieces or 50 pounds of identical mail pieces weighing less than 16 ounces and with content that is not required to be mailed at the First Class Rate. It must contain general information aimed at all that receive it, rather than personal messages intended for specific individuals. Standard mail is a great way to reach a large number of people with your information at an economical rate. It is economical because the mailer (you) performs much of the U. S. Postal Service labor in presorting, addressing, posting, packaging and labeling of the mail. It normally consists of flyers, postcards, brochures, newsletters, booklets, advertising, circulars, catalogs, lightweight merchandise, and printed matter. All
Standard Mail using the University’s Permit 77 must have Florida Atlantic University’s name and return address prominently placed on the outside and the correct indicia placed in the upper right corner of the mail piece. **The official University return address must be used:** Florida Atlantic University, 777 Glades Road, Boca Raton, FL 33431-6496. No exceptions are allowed unless specifically approved in writing and on file at the Business Mail Entry Unit of the Boca Raton Main Post Office and at the FAU Mail Center. Standard Mail is open to postal inspection. There is no guarantee of delivery within a specific time period, but if prepared properly it can sometimes be delivered faster than unprepared First Class mail. **FAU Standard Mail can be mailed at either Nonprofit of Regular rates depending on eligibility.**

C. **Nonprofit Eligibility.** While the University is a nonprofit educational institution, not all mail is automatically considered “nonprofit” and eligible for the nonprofit discounts, which are substantial. Certain criteria must be met for nonprofit rates and for use of the nonprofit postage indicia on Standard Mail. Therefore, before printing or stamping the nonprofit indicia on a large mailing, insure it meets the criteria listed below, or if in doubt have it reviewed for compliance by the FAU Mail Center:

- The content must be substantially related to the primary purpose of the University
- Advertising for travel, insurance and credit/debit cards, is not allowed
- Advertising, in general, is not allowed unless it meets strict restrictions and is a non-promotional acknowledgement of donors, contributors or sponsor, or is a public service announcement, or meets the four content requirements for a periodical, or is substantially related to the purpose of the University
- Cooperative mailings with for-profit organizations are not allowed
- Cooperative mailings with other nonprofit organizations are not allowed unless they also are authorized to mail at nonprofit rates at the Boca Raton Post Office
- Any payments indicated must specify payment to Florida Atlantic University
- Nonprofit status cannot be lent or delegated to any person or organization

Mail that does not qualify as “Nonprofit” can be mailed at higher “Regular” Standard Mail rates. For more detailed information U. S. Postal Service Publication 417, Nonprofit Standard Mail Eligibility, is available at the FAU Mail Center or can be viewed at [www.usps.com](http://www.usps.com), typing in Postal Explorer and selecting Pub 417. **Violations of eligibility rules can result in fines and possibly loss of the University’s nonprofit permit.**

D. **Permit 77.** A permit imprint must be printed or stamped in the postage area of Standard Mail to indicate payment of postage by the University. To save time and labor, use the format and designs below, or contact the FAU Mail Center for the correct mailing permit specifications so envelopes can be preprinted with the proper permit design and University permit number (Permit 77) prior to presentation for processing. Campus Copy or selected vendors can provide mail piece or envelope design advice and preprint the correct permit imprint on your mail.

In some cases a precancelled stamp is authorized instead of the imprint – call the FAU Mail Center, 7-6172, for more information. The FAU Mail Center also has nonprofit and regular rubber stamps for your use in hand stamping an imprint on non-preprinted mail pieces. Bulk mail used as handouts, flyers or put in general distribution must have the pre-printed or stamped postage indicia lined out with a black marker to prevent it being placed in the mail stream. Sample permit imprints are:

<table>
<thead>
<tr>
<th>1. Nonprofit: or:</th>
<th>2. Regular: or:</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="#" alt="Nonprofit Imprint" /></td>
<td><img src="#" alt="Regular Imprint" /></td>
</tr>
</tbody>
</table>

---

**Notes:**

- [www.usps.com](http://www.usps.com)
- Postal Explorer
- Pub 417
E. Endorsements, such as Address Service Requested, Return Service Requested, or Forwarding Service Requested are authorized for use on Standard Mail, but if used may be costly for the mailer when undeliverable mail is forwarded, returned or a new address notice is sent. **Unendorsed Standard mail will be disposed of by the U. S. Postal Service if it is undeliverable as addressed, and will not be forwarded or returned, and no notification of new address will be provided.**

F. ZIP Code and Address Accuracy Requirements. In order to take advantage of the postage discounts using Standard Mail, Postal Regulations require that you must have verified the accuracy of the 5-digit ZIP Codes you are using within the last 12 months prior to the mailing date. You can accomplish this using several methods: Manual verification in the National ZIP code directory; surveying addressees about their ZIP Codes; participating in a mailing list service; using a service provider; using electronic lookup service on the world wide web; or, using Coding Accuracy Support Service (CASS) software. You may submit your address list to the FAU Mail Center as described in Chapter VII, Address List Updates for updating or “cleansing” using CASS software. If vendors are used to prepare your mailings you must insure that your address list ZIP Codes have been verified prior to submission, or that the vendor used approved software to verify your ZIP Codes. If you want to take advantage of deeper automation discounts you must have 100% of your mail bar-coded with an 11-digit Delivery Point Barcode and have the addresses matched using CASS software within the last 180 days prior to the mailing date. On all Standard and Presorted First Class mailings the FAU Mail Center is required to indicate by signature, and under penalty of law, that ZIP code accuracy has been verified or that addresses have been CASS certified. Therefore, offices, organizations and departments submitting Standard or Presorted First Class Mail to the FAU Mail Center must complete the FAU Address List Certification form at Appendix G and submit it with their mailing. This form will be placed on file with the Postage Statement and sample mail piece and provides a signature verification by the office, organization or department that ZIP codes and/or addresses have been verified as required and by what means. Call 7-6172 for more information on these requirements.

G. Preparation Requirements for Bulk (Standard) Mail. Preparing bulk mailings can be can be confusing for the uninitiated, but if these preparation guidelines are read thoroughly and followed exactly by the mailer or a vendor, the process is painless, and you save money and frustration!

**Summary of Bulk Mail Basics and Preparation Steps**

1. A minimum of 200 pieces or 50 pounds is required
2. The mail pieces must be of printed or duplicated material
3. The mail pieces must be identical in size, weight and content, and qualify as Standard Mail
4. Always use a FAU return address with “Florida Atlantic University” prominently printed
5. Use an authorized nonprofit or regular pre-printed or hand-stamped Permit 77 imprint in the postage area, or use pre-cancelled stamps
6. Verify ZIP codes within the last 12 months
7. Use of standardized address format described in Chapter V, Section H, is recommended
8. Submit to the FAU Mail Center with Bulk Mail Acceptance Form, sample, and Address List Certification, and/or as described in Section H, Step 5 below.

H. Presorting and Packaging Bulk Mail. Standard Mail can be prepared and packaged for mailing by the submitting office, organization or department or submitted to the FAU Mail Center for proper packaging. Instructions below are informational and will be completed by the FAU Mail Center.

Mail pieces must all be upright and facing in the same direction. Flaps should be sealed, if necessary regular letters can be sealed by the FAU Mail Centers’ mail processing equipment, but this will further delay the mailing since sealing is done after all other mail processing is completed. Letters, postcards and flats must all be assembled in “packages” as instructed below.
Packages up to one inch thick need one rubber band around the girth. Packages from one to four inches thick need two rubber bands, the first around the length, and the second around the girth. Packages must contain at least 10 mail pieces (the "Rule of Ten") in each category submitted, and must be assembled as indicated in the following steps:

**STEP 1. 5-DIGIT PACKAGES**
10 or more pieces for the same 5-digit ZIP Code. Label with a red "D" label on the lower left corner of the top piece. Full mail trays to the same 5-digit ZIP do not have to be packaged.

**STEP 2. 3-DIGIT PACKAGES**
10 or more pieces for the same first 3-digit ZIP Code. Label with a green "3" label on the lower left corner of the top piece.

**STEP 3. ADC PACKAGES**
10 or more pieces for the same ADC. ADC’s are shown on the Postal Services Form L004 that you can visit at http://pe.usps.gov/cpim/ftp/manuals/dmm/L004.pdf. Label with a pink "A" label on the lower left corner of the top piece. An ADC is an Area Distribution Center of the U. S. Postal Service. Mail pieces in this category are combined and sorted by 3-digit ZIP Code prefix groups as outlined in Form L004.

**STEP 4. MIXED ADC PACKAGES**
Any remaining mail pieces are packaged as mixed ADC packages in ZIP Code order. Label with a tan "MXD" label on the lower left corner of the top piece.

**STEP 5. SUBMIT MAILING**
Sort Packages in ZIP Code order, place in trays, containers or boxes and submit to the FAU Mail Center in Campus Mail or in person as described below or submit directly to the Boca Raton BMEU.

**I. Submitting Bulk Mail to the FAU Mail Center.** Mail should be submitted to the FAU Mail Center through Campus Mail or dropped off at Pack-N-Post. For very large mailings, call 7-6172 in advance so that the Postal Clerks can have the appropriate equipment on hand when picking up your containers or trays. Also call the FAU Mail Center to determine if a check to pay for postage will be required for large mailings (in excess of $10,000.00).

**The following three items must accompany the mailing:**
1. FAU Bulk Mail Acceptance Form
2. FAU Address List Certification Form
3. Two Samples of the Mail piece

Mailings that are improperly prepared will not be accepted and will be returned, with an explanation of requirements to make your bulk mailing mailable. This may delay your mailing further. Therefore, it is imperative that you follow the instructions in this section closely. The FAU Mail Center is ready to assist you with information, advice, guidance, clarification, supplies and to answer your questions at:

- 7-6172
- 7-3172 (Postmaster)

The FAU Mail Center will prepare, weigh, count, determine postage, prepare the Postage Statement, tray or sack the mail, label trays and sacks, transport the mailing to the Bulk Mail Entry Unit (BMEU) of the Boca Raton Main Post Office, and submit the mailing for verification by the BMEU and for entry into the U. S. Mail stream.

**J. Submitting Bulk Mail to the Boca Raton Bulk Mail Entry Unit.**
FAU mailers may also directly deposit their bulk mail with the Bulk Mail Entry Unit (BMEU) at the Main Boca Raton Post Office. Normally a vendor preparing the department’s mail submits the mailing with the Postage Statement and a check for deposit into the Advanced Deposit Bulk Mail Permit account for the cost of postage (if the postage cost is $10,000.00 or more). The deposit must be for the exact cost of the postage. The Postage Statement submitted with the mailing using Permit 77 must, however, be approved by the FAU Mail Center prior to submitting the mailing to ensure that it qualifies for the postage rate claimed, the postage charges are accurate, and the Advanced Deposit account balance is maintained accurately. Smaller mailings submitted directly to the BMEU do not require a deposit and postage can be paid for with the Advanced Deposit Bulk Mail Permit Account. **The following four items must be provided to the FAU Mail Center prior to mailing:**

23
a. FAU Bulk Mail Acceptance Form  
b. FAU Address List Certification Form  
c. Two Samples of the Mail piece  
d. Copy of Postage Statement to be submitted with the mailing

K. Bulk Mail Supplies
Supplies nonprofit and regular postage indicia rubber stamps and inkpads, tubs, 1- and 2-foot 
trays, sacks and forms are available by calling the numbers above. Departments are encouraged 
to notify the FAU Mail Center in advance of requirements so that an adequate inventory of 
supplies will be available for all customers. Departments may also have their own bulk mail 
rubber stamps (nonprofit and regular) made for their own use if desired.

L. Bulk Mail Postage Charges
Payment of Postage to the U. S. Postal Service. FAU Postal Services maintains and 
replenishes an Advanced Deposit Account with the Bulk Mail Entry Unit at the Boca Raton Main 
Post Office for payment of postage for bulk Standard and Presorted First Class mailings 
submitted by FAU entities using Permit 77. The FAU Mail Center and vendors maintain sufficient 
funds in the account for normal bulk mailings deposited. However, some very large mailings, 
those over $10,000.00, could deplete the funds, so a direct cash or check deposit by the 
department or vendor may be required to cover postage charges. If your mailing is very large, call 
the FAU Mail Center Postmaster (7-3172) to determine if a check is required or if sufficient funds 
are deposited to cover all current and incoming mailings for the University. The exact amount of 
the postage charges should be deposited based on the Postage Statement at the time of 
submission, and the department or vendor depositing a check is required to notify the FAU Mail 
Center of the amount of the check or cash deposit prior to submission of the mailing.

Monthly Billing. University mailers are charged back monthly for bulk mail postage paid through 
the advanced deposit account. The total bulk mail postage is calculated by the FAU Mail Center 
using the Postage Statements on file for each mailing during the month. The total postage for 
each account is submitted to the Business Services Office and is charged back to the accounts of 
the office, organization or department submitting the mailings. The charges are submitted to the 
Business Services Office at the beginning of each month for the previous month’s postage.

M. Presorted First Class Mail
Presorted First Class Mail is handled in the same way that Standard Mail is prepared and 
submitted with two major differences:
1. To qualify for the discounted Presorted First Class rate, the mailer must have 500 or more mail 
   pieces.
2. Addresses on all pieces must have been updated within the last 180 days before mailing 
through a USPS approved method, i.e. Address Change Service (ACS), 
FastForward, National Change of Address (NCOA), or Ancillary Endorsements. For mailings 
submitted to the FAU Mail Center for processing, the approved method most often used for 
updating address lists maintained by departments, is through the use of Ancillary Endorsements 
on their mailings and the updating of their list with the address changes from notices or returned 
mail. Some addresses for the mailing are obtained from the Northwest Regional Data Center 
(NWRDC), and may have already been updated within the last 180 days by the system’s Group 
One NCOA software (for instance, student addresses). For mailings prepared by a vendor, the 
adresses must be provided to them by the mailer and come from an updated NWRDC System 
list, or must have been updated by the department using Ancillary Endorsements within the last 
180 days, or must be updated by the vendor with an approved method such as ACS, NCOA, or 
FastForward as the mailing is processed on their high speed MLOCR equipment. To mail at 
presorted First Class discounted rates the mailer must certify that the update has been 
accomplished by an approved method using the form at Appendix G, FAU Address List 
Certification Form. Call 7-6172 for information.
VII. ADDRESS LIST UPDATES
A. General Information
Accurate addresses are necessary to get your mail delivered. Inaccurate addresses waste your time and money. Accurate addresses are required in order to mail at Standard Mail or Presorted First Class rates, which give you substantial postage discounts. To help you maintain address accuracy, the FAU Mail Center offers to all authorized customers certified address matching software service (described in C below), which will improve your addresses as well as certify them for Standard Mail (bulk) mailings. This software is for U. S. addresses only and checks every address against the U. S. Postal Service National Address Database. The software validates addresses and Zip Codes (but not names). It will also automatically arrange your addresses for presorting when printing labels saving you time, and if you desire it will provide for preprinting the required 11-digit Delivery Point barcode for automation mailings and even bigger postage discounts.

B. Address Update Requirement
As indicated in Chapter VI of this guide, U. S. Postal Service regulations require that addresses used by FAU offices, organizations and departments must be updated within 12 months or 180 days prior to a mailing, depending on the type of mail being sent, in order to use and qualify for Standard and Presorted First Class Mail (bulk mail) discounted rates. There is no exception to this requirement. In fact the Postage Statement submitted with the discounted mailings must be signed certifying, under penalty of law, that the addresses have been updated as required. FAU mailers are required to submit to the FAU Mail Center with each bulk mailing a form verifying that the address list used for the discounted-rate mailing has been updated as required. See Appendix G, Address List Certification Form for a copy of this form or download a form from the FAU Mail Center web site: http://www.fau.edu/student/off srvs/mailctr.htm

C. CASS Certification
The use of Coding Accuracy Support System (CASS) certified software is an approved method of updating ZIP codes. While using a manual method of updating ZIP codes is authorized within the last 12 months of a bulk mailing, as described previously in Chapter VI, Section F, mailers may find it less time consuming and more accurate to use CASS to verify address lists. The FAU Mail Center has available U. S Postal Services approved CASS certification software that will update ZIP codes and verify and update addresses. This software is updated every 3 months to insure addresses are current and accurate. FAU mailers may submit their address lists to the Postmaster, FAU Postal Services on a 3.5” floppy disc or as an e-mail attachment in order to have the addresses and ZIP Codes updated and “cleansed”. Cleansed means that the street addresses will be matched to the ZIP codes and checked for validity, that the street names, directional indicators, suffixes, spelling, punctuation, abbreviations, format, etc. will be checked for accuracy and updated, and that duplicate addresses will be identified. Addresses will be automatically corrected if necessary. Within 3-5 days the FAU office, organization or department submitting the addresses will receive the updated address list back with a CASS certification form and a list of addresses that there were problems with and that could not be corrected. These “bad addresses” should be manually researched and updated by the mailer and cannot be used for bulk mailings until corrected with a valid address.

D. Address Data Base Specifications
When submitting your address list to the FAU Mail Center for updating and CASS certification you should provide the following:
1. Submit it on an IBM formatted 3.5” diskette or e-mail attachment.
2. Identify on your list standard address fields. Examples of standard fields are: Company, Salutation, First Name, Mid Initial, Last Name, Full Name, Street, Unit, City, State, ZIP, and ZIP+4.
3. List the widths of each of your fields.
4. Provide the name of your file type, using one of the following file types:
   a. ASCII Comma Delimited.txt
   b. ASCII Tab Delimited.txt
c. DBF
d. Excel 2.0, 3.0, 4.0, 5.0
e. Lotus 1.0, 2.0, 3.0
f. Symphony 1.0, 1.1, 1.2

5. Provide the name of your file and total number of addresses in the file. Maximum is usually about 5,000, per diskette.

E. Name and Address Updates (Move Update)
When mailing at the Automated (bar-coded) First Class or Presorted First Class rates, high quality addresses are required which meet the U. S. Postal Service’s “Move Update” requirements. These requirements provide that in addition to the Zip Code validation above, a mailing must have the name of the addressee and the address matched and **verified by an approved method within the last 180 days prior to mailing**. As discussed in Chapter VI, Section M-2, the approved methods are: Address Change Service (ACS), FastForward, National Change of Address (NCOA), or Ancillary Endorsements. CASS certification, offered by the FAU Mail Center to check ZIP codes and address validity as described in Section D above, does not match the name of the addressee with the address, and cannot be used to meet the Move Update requirement. Call the Manager, FAU Postal Services for more information at x7-3172.

VIII. REPLY MAIL
A. General Information
Two forms of reply mail are used by FAU offices, organizations and departments – **Business Reply Mail for which the University pays the postage and Courtesy Reply Mail for which the addressee places postage on the return mail piece.** These preaddressed, automation compatible mail pieces are generally placed inside another mail piece that is mailed to an addressee for a response by way of the enclosed reply envelope, card, self-mailer, carton or label. The FAU Mail Center establishes and pays the yearly Permit fee for Business Reply Mail for all University mailers. Some general U. S. Postal Service rules and guidelines apply to Reply Mail.

B. Business Reply Mail
Business Reply Mail (BRM) allows the University mailer to send out any number of reply pieces and receive the First Class Mail reply piece back from correspondents with the University paying for postage only on the mail returned. BRM is used frequently for fundraising solicitations, surveys, subscription renewals, etc. All departments are eligible for this service, and there is no minimum quantity required to qualify. The BRM mail piece, normally a postcard or a #9 envelope that is placed in a #10 envelope, must be designed to meet certain specifications and must possess basic characteristics pictured in the example in **Appendix H, Business Reply Mail**, in order to be accepted by the U. S. Postal Service. Failure to comply may result in the withdrawal of the Permit for the entire University, so it is important to closely follow the rules. It is recommended that once designed the mail piece be reviewed by the U. S. Postal Service’s Address Information Specialist in Boca Raton. Call 561-998-8164 for free information and assistance. Many vendors are also well versed in design and specifications for BRM. The following guidelines are provided to insure proper preparation of University BRM:

1. The address on the BRM must be complete and be addressed to Florida Atlantic University, Department or Program, 777 Glades Road, Boca Raton, FL plus one of the following ZIP+4 codes:
   
<table>
<thead>
<tr>
<th>ZIP+4 Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>33431-9947</td>
<td>for Post Cards</td>
</tr>
<tr>
<td>33431-9957</td>
<td>for 1oz Letters</td>
</tr>
<tr>
<td>33431-9805</td>
<td>for 2 oz Letters</td>
</tr>
<tr>
<td>33431-9745</td>
<td>for other over 2oz</td>
</tr>
</tbody>
</table>

2. **NOTE:** The unique ZIP+4 codes above are specially assigned codes assigned to FAU for Business Reply Mail. An 11 digit Postnet barcode is made from these ZIP+4
codes and is to be printed in the Barcode Clear Area located on the bottom right of the BRM mail piece.

3. The Business Reply Legend Box must have the words **BUSINESS REPLY MAIL** in all capital letters (at least 3/16” high) and printed underneath that the words FIRST CLASS MAIL PERMIT NO.13 BOCA RATON, FL. Underneath the box must be: “POSTAGE WILL BE PAID BY ADDRESSEE”.

**Example of a one-ounce letter Legend Box:**

```
BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO.13 BOCA RATON, FL

POSTAGE WILL BE PAID BY ADDRESSEE
```

4. The BRM mail piece is distinguished by the bold horizontal bars on the right side and the FIM (Facing Identification Mark) on the top right next to the Postage Indicia. These identify the mail piece as BRM for the automated equipment at the U. S. Post Office where it is automatically sorted to the unique Zip+4 code in the address so that the postage and fee is assessed to FAU.

5. The Postage Endorsement Indicia on the top right corner of the BRM mail piece must state “NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES”.

```
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES
```

6. Samples of Business Reply Mail are provided in **Appendix H, Business Reply Mail**.

7. It is recommended that once designed the mail piece be reviewed by the U. S. Postal Service’s Address Information Specialist in Boca Raton. Call 561-998-8164 for free information and assistance. The Postal Service will provide a free camera-ready barcode for placement on your mail piece. Call 7-6172 or visit the FAU Mail Center or Campus Copy for additional help and advice.

**C. Business Reply Mail Charges**
The FAU Mail Center pays the U. S. Postal Service the yearly fee for the FAU Business Reply Mail Permit 13, and establishes, replenishes, and maintains an Advanced Deposit Account for payment of postage and fee charges resulting from the return of the FAU BRM mail pieces. The charges include the First Class postage for the mail piece plus a fee:

**EXAMPLE COST PER PIECE**

- Bar-coded First Class Postage (1 oz) + 5¢
- 30¢ + 5¢ = 35¢
- Bar-coded Postcard Postage+ 5¢
- 18¢ + 5¢ = 23¢

The postage and fees are totaled monthly for each account and submitted to the Business Services Office for charge back to the department, office or organization receiving the mail. The charges are submitted at the beginning of the month for the previous month’s charges.

**D. Courtesy Reply Mail**

Courtesy Reply Mail (CRM) is a design for reply letters and postcards where the postage will be paid for by the recipient. It is used frequently to provide more accurate delivery and to expedite responses for such things as bill payments, renewals, requests for information, etc. Certain specifications apply to Courtesy Reply Mail and are described in **Appendix I**,
**Courtesy Reply Mail** for your use. It also has a special Facing Identification Mark (FIM) and uses the University’s address and ZIP+4 code which is bar-coded on the bottom right part of the mail piece.

**E. Other Reply Mail**

**Meter Reply Mail** may also occasionally be used to prepay reply postage for some mail with a meter imprint. Due to its nature Meter Reply Mail will not have a date on the postage meter imprint. This type of mail must be preaddressed with a FAU address to avoid misuse. The disadvantage of this is that some metered reply mail may not be returned and the postage will have been wasted. **International Reply Mail** can also be used under certain circumstances. Call the FAU Mail Center for more information and details at 7-6172.

**IX. COURIER SERVICES**

**A. General Information**

Besides the FAU Mail Centers’ Campus Mail and U. S. Mail Services various Courier and Delivery Services are available to serve the FAU customer needs for sending items between campuses, or between State Universities and State government offices in Tallahassee, or for sending domestic expedited/overnight mail. The following should help in determining which service to use and how to get more information about using them. **Your office or departmental return address is required on all Courier Mail.**

**B. FAU Courier**

The FAU Courier System is operated by the Florida Atlantic University and can be contacted by calling 6-1051. Details and questions concerning FAU Courier operations, the schedule, and exact pickup and delivery stops should be addressed with them. The schedule varies and changes during the summer, spring, fall semesters as announced by the FAU Mail Center. **FAU departments, offices and organizations can utilize the FAU Courier Service by printing the off campus address and the words “FAU COURIER” boldly on the item to be delivered, placing it in the Campus Mail System or dropping it off at the Pack-N-Post service window in SSB-W, Room 127.** The FAU Courier can carry items that one person can handle and place in a minivan, and is intended for intercampus pickup and delivery of items between the FAU Main Campus in Boca Raton and various off-campus locations and sites.

These locations and sites include:

- FAU Davie, Ft. Lauderdale and Commercial Boulevard Campuses
- SeaTech
- FAU Jupiter and Port St. Lucie Campuses

Special Pickup & Delivery locations may be served with advanced notification action 6-1051.

**C. Federal Express (FedEx)**

FedEx provides a collection box in front of the University Center for official University and unofficial personal packages. FedEx delivers packages and mail to the FAU Mail Center and the FAU Mail Center then delivers all of the incoming FedEx mail to the FAU addressees’ department. The only exception is that FedEx delivers items directly to the FAU Bookstore, Library, Student Housing, Bio-Medical and chemistry departments.

**D. United Parcel Service (UPS)**

UPS provides overnight and other expedited pickup and delivery services to University departments, offices and organizations as well. These services, for official University (not personal) business, are provided at a discounted rate under a contract with FAU. The FAU Mail Center is responsible for managing the University’s UPS service program. Call 7-6172 for pickup and for more details, rates, supplies, schedules and information. UPS delivers packages and mail to the FAU Mail Center, and the FAU Mail Center then delivers all of the incoming UPS packages and mail to the FAU addressees’ department. The only exception is that FedEx delivers
items directly to the FAU Bookstore, Library, Student Housing, Bio-Medical and chemistry departments. UPS also provides collection boxes at the south side of the administration building, in front of the University Center and just south of Indian River Road by the Innovation Center for official University and unofficial personal packages. UPS delivery services are also provided for personal mail at the FAU Pack-N-Post store. Call 7-6172 for more information about rates, rules, supplies and schedules.

E. Alternative Delivery Services
Other delivery services are rarely used by FAU for outbound official mail. Incoming deliveries from other services may be delivered to Central Receiving, the FAU Mail Center, or directly to the addressee on campus. Use of the U. S. Postal Services mail services through FAU Postal Services or the discounted services of FedEx or UPS is encouraged.

X. Abbreviations
The following standard abbreviations are recognized by the U.S. Postal Service optical character readers and sorters for fast handling of your mail. Use these abbreviations using all capital letters AND no punctuation to avoid mail processing delays. U.S. Postal Service Publication 28, Postal Addressing Standards, provides additional authorized abbreviations.

A. States and Possessions

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B. Directional Abbreviations

NORTH N
SOUTH S
EAST E
WEST W
NORTHEAST NE
NORTHWEST NW
SOUTHEAST SE
SOUTHWEST SW

C. Secondary Address Unit Indicators

APARTMENT APT
BUILDING BLDG
FLOOR FL

29
### D. Street Designators

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**Appendix A - FAU Mail Routing Slips**

1. Pre printed envelopes are available from various vendor i.e. Office Depot, Corporate Express. The Mail Center does not proved any envelope for University use.
2. Routing information can be written directly on inter-office mail pieces used for Campus Mail.
3. Complete each line in sequence.
4. Cross out the previous address.

The FAU Routing information should be filled out completely with the first name or initial and full last name, department name and building/room number.

- Seal the envelope with tape, staple or other means to secure contents.
- Place mail into the Campus Mail system.
- Dispose of the envelope when the routing area is full.
d. Refer to Chapter 4, Section C for more information.

**Appendix B – Distribution Breakdown Estimate**

Use these estimates to determine the number of copies to make for large or mass FAU mailings to faculty and staff or departments. **Breakdown the copies, band them in groups in the order shown, and identify each group by building** in order to facilitate the speed and accuracy of sorting and delivery. Each piece should be labeled if you want them delivered individually, or unlabeled for a blanket delivery to all employees. They may be enveloped or folded, and may be taped, tabbed or stapled if desired. Mass mailings not submitted to the FAU Mail Center in this manner may be delayed and may be returned for proper preparation. The total for mass distribution to faculty and staff is 1042. Add a few extras for changes, and check updates at [http://www.fau.edu/student/off_srvs/mailctr.htm](http://www.fau.edu/student/off_srvs/mailctr.htm). Refer to Chapter IV, Section D for more information.

**Appendix C – Mail Routes and Stops**

Mail is picked up and delivered twice daily on four primary routes to most FAU main campus locations in accordance with the following schedule. One special purpose runs is made once daily as shown. Check for current schedule updates at [http://www.fau.edu/student/off_srvs/mailctr.htm](http://www.fau.edu/student/off_srvs/mailctr.htm). Refer to Chapter IV, Section F for more information.

**ROUTE TIMES**

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<td>8:00 10:30</td>
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<tr>
<td>Route B</td>
<td>10:00</td>
<td>13:00</td>
<td>13:30</td>
</tr>
<tr>
<td>Route C</td>
<td>8:00</td>
<td>13:00</td>
<td>14:30</td>
</tr>
<tr>
<td>Route D</td>
<td>9:30</td>
<td>13:00</td>
<td>13:30</td>
</tr>
</tbody>
</table>

Mail Route breakout should begin 30 minutes prior to start time. All times are subject to change based on weather and workload as agreed upon by management.

* May be combined with computer run.

**Route A: Computer Run**

- Computing Lab – Pick up daily computer reports
- Distribute reports
  - Administration Building
    - Purchasing Office
    - Controllers Office
  - Library
  - Student Support Services Building
    - Testing & Evaluation 2nd floor
    - Financial Aid 2nd floor
- Admissions 1st floor
- Registrar 1st floor
Route A:
- Administration Building 1st floor
  - Controller
  - Personnel
  - Purchasing
- Administration Building 3rd floor
  - President
  - Academic Affairs
  - Architect
  - Advancement
  - Fiscal Affairs
  - Attorney
- Administration 2nd floor
  - Sponsored Research
  - Debbie Brown, room 207
  - Alumni Affairs
  - Foundation
  - Equal Employment Opportunity
  - Publications
  - Inspector General
  - Budget
  - Media Relations
  - R. Berzok room 297
- Humanities, 2nd floor
- SO Building 1st floor
  - Anthropology room 171
  - Room 108
- SO Building 2nd floor
  - Nursing
  - Social Work room 284
  - Women’s Studies room 287
- SO Building 3rd floor
  - I.E.A. room 303
  - Sociology room 386
  - Political Science room 384
  - Criminal Justice room 383
Route B:

- Student Services Building 8
  - Bookstore
  - Business Services
  - Bank
  - Cafeteria
  - Counseling Center, room 229s
  - VP Assistant Student Affairs, room 228
  - Deans office Student Affairs, room 226
  - Multicultural Affairs, room 224
  - Student Health / Today & Beyond

- Engineering Building
  - Civil Engineering 2nd floor
  - Ocean Engineering 1st floor
  - Mechanical Engineering 1st floor

- University Center
  - Retention, room 156a
  - Travel leaders
  - UC Reception Desk 203
  - Wackadoos

- Student Support Services Building 1st Floor
  - Graduate Admissions, room 101
  - Immunization, room 114
  - International Programs, room 106
  - Admissions (access code 2121)
  - Cashiers office
  - Reception Desk (Bobby Rice’s Mail)
  - Registrar (2 Stops)
    - Kisha
    - Betty
  - Students with Disabilities room 133
  - Orientation

- Student Support Services Building 2nd Floor
  - Career Development, room 222

- Financial Aid
  - Student Employment
  - Veterans Affairs
  - Controllers at SU, room 228
  - Freshman Advising
  - Testing & Evaluation
  - International Students
  - VP Student Affairs
  - Dean of Undergraduate Studies
Route C:

- Learning Resources, 2nd floor
- Physical Plant, 2nd floor
- Telecommunications, 1st floor
- Computing Center Building 22
  - CSS, room 191a
  - Fiscal Management, room 174
  - IRM, room 175
  - ACS, room 161a
- Business, room 129
- Sponsored Research, building 35 (Julie Walls-Honeycut)
- Building 1
  - Psychology, 1st floor
  - Complex System, (Formally at T-8) 3rd Floor
  - Complex System Brian Science, (pick up only 5th Floor)
- Biology
- Geography, 3rd Floor
- Chemistry, 1st Floor
- Science and Engineering, Building 43
  - Science, 2nd Floor
  - Dean of Engineer, 3rd Floor
  - Computer Science & Engineer, 3rd Floor
  - Electrical Engineering & ITC 4th Floor
- Biomedical
- Desantis Building #87
- Communications, room GCS 259
Route D:
- Housing
- Dorms
- Indian River
- Continuing education
- Life Long Learning
- Library
- Field house
- Oxley
- Oxley, room 261
- Football
- Field House - Gym
- Education
- Child Care / Basket
- Henderson
- Meridian
- Police
- Traffic
- Facilities Planning
- Environmental Health Safety
- Palm Beach Community College
- Central Receiving
- Bio-Medical T-5
- Property
- T-9
- Safe Communities
- Institute of Government
- T-11, room 34
- Baldwin House
- Apartments
Appendix D – FAU Mail Voucher
A sample FAU Mail Voucher is shown below. Pre-bar-coded memos are available from the FAU Mail Center and can be requested in writing by Campus Mail or e-mail. Non-bar-coded memos are available from the FAU Mail Center for new accounts awaiting printing of bar-coded memos. Refer to Chapter 5, Section B for more information.

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<table>
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</thead>
<tbody>
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</table>

**Authorized Signature**
Person responsible & authorized to submit mailing must sign authorizing the FAU Mail Center to process and apply postage to the mail and to charge back the account indicated on the memo.

**Printed Name**
Print name of signee clearly.

**Check Class Desired**
Select the class of mail to be processed, which will determine how the mail will be handled and amount of postage.

**Check Service Required**
Indicate any special services needed.

Prepare and submit the proper forms with the mailing.

---

![FAU MAIL TRANSFER VOUCHER](image)

**Complete:** Date – Print date submitted clearly.

**Authorized Signature** – Person responsible & authorized to submit mailing must sign authorizing the FAU Mail Center to process and apply postage to the mail and to charge back the account indicated on the memo.

**Printed Name** – Print name of signee clearly.

**Check Class Desired** – Select the class of mail to be processed, which will determine how the mail will be handled and amount of postage.

**Check Service Required** – Indicate any special services needed.
Prepare and submit the proper forms with the mailing.
Appendix E – Letter and Postcard Dimensions (not drawn to scale)

**Letter-size Mail**

*Height*
- Max: 6 1/8”
- Min: 3 ½”

*Width*
- Max: 11 ½”, Min: 5”

*Letter Thickness: Max 0.25”, Min 0.007”*

Dr. James J Jones  
Dept of Accounting and Finance  
Florida Atlantic University  
777 Glades Road  
Boca Raton, FL 33431

DR JANE J JONES  
DEPT OF PSYCHOLOGY  
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1234 SUNSET BLVD  
LOS ANGELES, CA 90210

**Postcard-size Mail**

*Height*
- Max: 4 1/4”
- Min: 3 ½”

*Width*
- Max: 6”, Min: 5”

*Postcard Thickness: Max 0.016”, Min 0.007”*

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*The Aspect Ratio* (length divided by height) must be between 1.3 and 2.5 to avoid surcharge
Appendix F – Common Addressing Problems
The following diagram illustrates common addressing problems that cause difficulty with U.S. Postal Service automated Optical Character Readers and sorting equipment and which could delay your mail!

The Right Way…

MR JAMES JONES
4417 BROOK ST NE
WASHINGTON DC 20019-4649

Common Addressing Problems...

- Not Enough Contrast
  - MR JAMES JONES
    4417 BROOK ST NE
    WASHINGTON DC 20019-4649

- Script Type Font
  - Mr James Jones
    4417 Brook St NE
    Washington DC 20019-4649

- Address Not Visible Through Window
  - MR JAMES JONES
    4417 BROOK ST NE
    WASHINGTON DC 20019-4649

- Address Starts
  - MR JAMES JONES
    4417 BROOK ST NE
    WASHINGTON DC 20019-4649

- Serif Type Font – Not All Capital Letters
  - Mr James Jones
    4417 Brook St NE
    Washington DC 20019-4649

- Characters Touch
  - MR JAMES JONES
    4417 BROOK ST NE
    WASHINGTON DC 20019-4649

- Logo Below Delivery Address Line
  - MR JAMES JONES
    4417 BROOK ST NE
    WASHINGTON DC 20019-4649

- Information Below Delivery Address Line
  - Mr James Jones
    4417 Brook St NE
    Washington DC 20019-4649
    Attn: R JONES
Appendix G – FAU Address List Certification

FAU Address List Certification
Postal Regulations require that all outgoing FAU Standard Mail (bulk) must have the zip code accuracy verified at least once a year. The 5-digit zip code for each address of a mailing must have been verified and corrected within 12 months prior to the date of the mailing by a U.S. Postal Service approved method. Check the approved method you have used to verify and correct the zip codes in your address list for this mailing and complete the other required information.

1. Check Method(s) Used:
   _____ CASS Certified Address Matching Software
   _____ Survey of Addressees
   _____ Use of Service Provider (Provider’s Name________________________)
   _____ Electronic Lookup Service (Service’s Name______________________)

2. Complete the Following:
I,______________________________________, of ___________________________,
   (Print Name) (Department, Office, Organization)
certify that the zip codes for this mailing have been verified and corrected by the above method. This was accomplished on ___________________. The name of this mailing (Date Verified)
is ____________________________________________________________________.
   (Mail piece Name)

3. This mailing qualifies as (Check One):   _____ Nonprofit Bulk Mail
                                           _____ Regular First Class Mail

4. This Mailing qualifies for Presorted First Class or Automation Rates.
   Yes ____ or No ____. This requires address verification within the last 6 months.

5. Two sample mail pieces are been provided for the FAU Mail Center files: Yes___
   No __

6. Signature____________________________________ Date _________ Phone___________
Appendix H – Business Reply Postcard (Example)