MAIL CENTER
INFORMATION GUIDE

University of Wisconsin-Stout
Wisconsin’s Polytechnic University
139 University Services Building
Menomonie, WI 54751
715-232-1347
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Letter to Stout Mail Center Customers

Enjoy your new Mail Center user’s guide!

The UW-Stout Mail Center Team put together this guide to ensure your mail reaches you, and the mail you are sending reaches its destination as expediently as possible.

It explains commonly used mailing procedures, helps you determine the best mailing options, and eliminates misunderstandings concerning various mailing services.

We wouldn’t be altogether honest if we didn’t admit that it will also help us process your mail more efficiently. The more you know about how our processes work, including legal requirements when handling certain types of mail, the more efficiently we can process your mail. This is especially important since the Mail Center has only one daily campus pickup and delivery.

Each month, the Mail Center processes thousands of pieces of mail. Unfortunately, we have to recycle several thousand pieces of nonprofit, media and bulk rate mail items as ‘undeliverable’ due to improper, incomplete or missing names, addresses or mail stops (destinations).

We also spend many hours researching hundreds of first and second class periodical pieces in an effort to get them to their correct destinations. With your help, we can reduce the number of undeliverable items.

The most recent change with the United States Postal Service is a change from "weigh" base to "shape" base pricing. When designing mail pieces, it is suggested to keep the piece letter size in mind in order to reduce costs.

Thank you for your support.

If you have any questions or concerns, please call the Mail Center at 232-1347.

Mail Center Team:
Lori Brostrom
Mary Dodge
Jane Dobbs
Kyle Kuester

Mail Center Hours:
Monday through Friday 7:45 a.m. – 4:30 p.m.
Saturday, Sunday & Holidays ...Closed
## Mail Center General Information

<table>
<thead>
<tr>
<th>General Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>● Before placing mail in the mailbag, tray, or box, it should be sorted in the following manner:</td>
<td></td>
</tr>
<tr>
<td>● Pre-stamped or Business Reply mail should be banded separately.</td>
<td></td>
</tr>
<tr>
<td>● Mail charged to a grant MUST have a blue postage charge card signed by an authorized person.</td>
<td></td>
</tr>
<tr>
<td>● All mail, other than first class letters, should be marked as to how they should be sent or it will be sent at the lowest rate.</td>
<td></td>
</tr>
<tr>
<td>● Trays are available for large mailings—please call Mail Services.</td>
<td></td>
</tr>
<tr>
<td>● Pencils, pens, keys, and other rigid items should not be included in letter mail. These must be in padded envelopes.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Inter-departmental Mail</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>● Address should include name and department only.</td>
<td></td>
</tr>
<tr>
<td>● Student mail should state which dorm, (also room number, when available).</td>
<td></td>
</tr>
<tr>
<td>● Close all envelopes.</td>
<td></td>
</tr>
<tr>
<td>● Mark out names on both sides before reusing.</td>
<td></td>
</tr>
<tr>
<td>● Send surplus envelopes to Mail Services or if you need any, call Mail Services.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Letters</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>● An account number and/or the department or a person's name must be included in the return address.</td>
<td></td>
</tr>
<tr>
<td>● Foreign mail should be bundled separately from other outgoing mail.</td>
<td></td>
</tr>
<tr>
<td>● Overly thick envelopes must be sealed.</td>
<td></td>
</tr>
<tr>
<td>● Large envelopes (flats) must be sealed, clasped, or taped shut.</td>
<td></td>
</tr>
<tr>
<td>● When using windowed envelopes, be sure the complete address will always be visible.</td>
<td></td>
</tr>
<tr>
<td>● Do not put labels, notations, or endorsements in the upper right corner where the postage is to be applied. Put it directly above the address near the top of the envelope.</td>
<td></td>
</tr>
<tr>
<td>● Avoid using paper clips, but if unable to, keep them near the bottom of the envelope so they do not jam the postage machines.</td>
<td></td>
</tr>
<tr>
<td>● All mail must be no smaller than 3 1/2&quot; by 5&quot;. For mail that is less than 1 ounce, but larger than a standard #10 envelope, there may be a surcharge. Call Mail Services.</td>
<td></td>
</tr>
</tbody>
</table>
## Mail Center General Information - Continued

| Packages and Boxes | - Tape boxes securely. Tying boxes with string is prohibited by the Post Office and UPS because it gets caught on equipment.
|                   | - If you must use staples make sure they are flat so they will not cut anyone who will be handling the package.
|                   | - If reusing a package or box, remove any old labels and mark out any old information.
|                   | - Please, only ONE address label on the parcel.
|                   | - Labels should not be placed on a seam.
|                   | - Always make a new label. It should not be applied over plastic, unless it is taped down on all sides or is a pressure sensitive label, because when the backing dries the label will fall off.

| International (Foreign) Mail | - Separate from other mail and band.
|                            | - All foreign letter mail is sent Airmail, unless specified first class.
|                            | - There must be a city and a country written in English in the address.
|                            | - Pamphlets, brochures, etc. must be in an envelope to be sent to a foreign country.
|                            | - All packages/boxes must include a note on the outside stating the contents and the value. Mail Services needs this information in order to complete customs forms.
|                            | - Contact Mail Services for limitations on foreign mail, such as weight / size limits, types of delivery, and special services.

| First Class Presort | Note: A minimum of 500 pieces must be in ascending zip code order (00601 - 99999), but need not be identical in content or weight. The mail is then sorted by the Mail Services staff and those that qualify will receive the presort discount rate. Sorting as followed:
|                    | - All mail that has 150 or more pieces to the same 5 digit zip code qualify.
|                    | - Of the mail that is left, all pieces that have 50 or more to the first 3 digit zip code qualify.
|                    | - Anything left is considered residual and does not receive a discount, but can be used to meet the 500 piece requirement.

If the mailing falls short of 500 pieces, but meets other requirements (is in zip code order), contact Mail Services and we will attempt to combine other mail in order to reach the 500 piece requirement.
Mail Service Information

United Parcel Service (UPS):

- Bring your item to the Mail Center by the 1:45 p.m. UPS deadline.
- Overnight, second-day, third-day, ground, international and dangerous materials services are available.
- Use street addresses only.
- Personal UPS is not available.

Federal Express:

- Bring your item to the Mail Center by the 1:30 p.m. deadline.
- Overnight, standard overnight, second-day air, international, and dangerous materials services are available.
- Use street addresses only.

Certified and Registered Mail:

- Both of these services are available.
- Attach the proper forms to the outgoing item. You can obtain these forms from the Mail Center.

Unidentified Mail:

- All inadequately addressed mail will be opened and stamped: “Opened by Stout Mail Center,” and forwarded to the appropriate department, if possible.
- Please return any mail we have mis-sorted to the Mail Center.

Accounting:

- For tracking purposes only, the following account records are kept for each department: Postage, Bulk Mail, Business Reply, and UPS.
- For account totals, please call ext. 1347.
On- and Off-Campus Mail

The #1 reason for undeliverable mail is no identification, name or department listed on the envelope.

Please be sure to use the following steps in preparing inter/intra company mail:

1. Standard on-campus mailing envelopes:
   - Cross off any prior addressee information on the envelope.
   - Write addressee’s name and mail stop in the left column under “TO”

Write legibly. Please do not use felt tip markers because the letters tend to bleed together.
   - Write your return mail stop in the right column under “FROM”

Please include your return mail stop on all Stout mail.

2. Standard #10 letter envelopes used for off-campus or outgoing mailings:

Note: Avoid using these envelopes for inter-, intra-campus mail distribution if possible; if you must use them, please follow these guidelines:
   - Put only the addressee’s name and mail stop in the center of the envelope.
   - Put sender’s name, mail stop and departmental charge code number in the upper left corner of the envelope (just like a letter).
   - To process these envelopes efficiently, place them in an inter-campus envelope or rubber band or paper clip them together with a note to the Mail Center indicating on-campus distribution.

Obtain mailing supplies from: (the Mail Center does NOT have mailing supplies for purchase)

1. Airborne Express Supplies
2. Federal Express Supplies
3. U.S. Postal Service office (USPS) Supplies
4. United Parcel Service (UPS) Supplies

OR

Purchase mailing supplies from:

1. Bookstore on campus in the Student Center.
2. Your local supply store such as Wal-Mart or Walgreens.

Stamps available at:

1. Service Center in the Student Center.
Incoming U.S. Postal Service (USPS) Mail:

Letters and Flats, Certified, Registered and USPS Express Mail—
To ensure that incoming USPS mail reaches YOU, please do the following:

1. Notify all vendors, customers, publishers, etc. of YOUR correct address and mail stop where you receive your mail.

Note: Postage due required for address correction cards or letters sent to provide correct addressing information to vendors, customers, publishers, etc., will be paid for by Stout’s Mail Service.

2. Please provide senders with the correct address format; see below:
   Attention: Addressee’s Name and Mail Stop (where you receive your mail)
   University of Wisconsin-Stout
   PO Box 790.
   Menomonie, WI 54751

Notify the Mail Center Immediately if you move to another department or campus location so we can update your mail stop.

THREE IMPORTANT MESSAGES!!

1. ALL MAIL addressed to and received by University of Wisconsin-Stout is the property of Stout, and it MAY BE OPENED for inspection and/or to verify the correct delivery information. Information inside is kept confidential.

   • USPS first-class and periodical (formerly second-class) mail received by Stout with no name or mail stop will be opened to determine the correct delivery location.
   • If the mail is addressed to a Stout employee but has no mail stop, we will try to determine the correct mail stop.
   • If the addressee or a valid mail stop cannot be found, first-class mail will be returned to the sender; periodical mail will be recycled.
   • All USPS mail received by Stout that has standard, nonprofit, or bulk rate postage but does not have a current addressee's name or Stout mail stop will be recycled.
   • WE WILL OPEN all incoming certified, registered, and USPS Express mail if it does not have a name or mail stop.

Note: Mail Services maintains a record of Express mail and certified and registered mail received in the Mail Center. Signatures will be required when delivering them to the departments.

2. Please do not have your personal mail delivered to UW-Stout locations.
3. Please do not have materials delivered in students' names to UW-Stout locations.
### Domestic Quick Reference

#### First-Class Mail Domestic—Retail

<table>
<thead>
<tr>
<th>SHAPE</th>
<th>SIZE</th>
<th>PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postcards</td>
<td>minimum</td>
<td>maximum</td>
</tr>
<tr>
<td></td>
<td>length</td>
<td>5 inches</td>
</tr>
<tr>
<td></td>
<td>height</td>
<td>3-1/2 inches</td>
</tr>
<tr>
<td></td>
<td>thickness</td>
<td>0.007 inch</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Letters</th>
<th>minimum</th>
<th>maximum</th>
<th>Weight Not Over (oz.)</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>length</td>
<td>5 inches</td>
<td>11-1/2 inches</td>
<td>1</td>
<td>$0.44</td>
</tr>
<tr>
<td>height</td>
<td>3-1/2 inches</td>
<td>6-1/8 inches</td>
<td>2</td>
<td>0.61</td>
</tr>
<tr>
<td>thickness</td>
<td>0.007 inch</td>
<td>1/4 inch</td>
<td>3</td>
<td>0.78</td>
</tr>
</tbody>
</table>

Letters that meet one or more of the nonmachinable characteristics in DMM 101.1.2 are also subject to the $0.20 nonmachinable surcharge.

<table>
<thead>
<tr>
<th>Large Envelopes (Flats)</th>
<th>minimum</th>
<th>maximum</th>
<th>Weight Not Over (oz.)</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>length</td>
<td>11-1/2 inches</td>
<td>15 inches</td>
<td>1</td>
<td>$0.88</td>
</tr>
<tr>
<td>height</td>
<td>6-1/8 inches</td>
<td>12 inches</td>
<td>2</td>
<td>1.05</td>
</tr>
<tr>
<td>thickness</td>
<td>1/4 inch</td>
<td>3/4 inch</td>
<td>3</td>
<td>1.22</td>
</tr>
</tbody>
</table>

* Flats exceed at least one of these dimensions.

Pieces that are rigid, nonrectangular, or not uniformly thick pay package prices.

<table>
<thead>
<tr>
<th>Packages</th>
<th>weight Not Over (oz.)</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>length + girth</td>
<td>1</td>
<td>$1.22</td>
</tr>
<tr>
<td>length + girth combined cannot exceed 108 inches (Parcel Post cannot exceed 130 inches)</td>
<td>2</td>
<td>1.39</td>
</tr>
<tr>
<td>length</td>
<td>1</td>
<td>1.56</td>
</tr>
<tr>
<td>girth</td>
<td>3</td>
<td>1.73</td>
</tr>
<tr>
<td>girth measurement around the thickest part (perpendicular to the length)</td>
<td>4</td>
<td>1.90</td>
</tr>
<tr>
<td>girth</td>
<td>5</td>
<td>2.07</td>
</tr>
<tr>
<td>girth</td>
<td>6</td>
<td>2.24</td>
</tr>
<tr>
<td>girth</td>
<td>7</td>
<td>2.41</td>
</tr>
<tr>
<td>girth</td>
<td>8</td>
<td>2.58</td>
</tr>
<tr>
<td>girth</td>
<td>9</td>
<td>2.75</td>
</tr>
<tr>
<td>girth</td>
<td>10</td>
<td>2.92</td>
</tr>
<tr>
<td>girth</td>
<td>11</td>
<td>3.09</td>
</tr>
<tr>
<td>girth</td>
<td>12</td>
<td>3.26</td>
</tr>
</tbody>
</table>

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Postal Explorer [pe.usps.com](http://pe.usps.com)  
Your source for up-to-date business mailing information.
IMPORTANT MESSAGE!

BUSINESS REPLY CARDS

The United States Postal Service has very strict formatting requirements for business reply envelopes. All business reply envelopes must be approved by USPS before they can be used.

Outgoing U.S. Postal Service (USPS)/United Parcel Service (UPS) Mail

All outgoing UW-Stout mail must have a return address that includes your mail stop. USPS prefers you to address your mail using the following guidelines:

1. Address should be typewritten.
2. Preferred font: HELVETICA (in all caps).
3. Text should be uniformly aligned to the left.
4. Normal punctuation should be deleted (use spaces instead).
5. Use black ink on white background.
6. Text should be clear and sharp without touching or overlapping characters.
7. Text should be clearly visible in window envelopes, even when the insert shifts.

Sealing letters and large envelopes (we call them ‘flats’)

- Save your tongue! The Mail Center’s machinery can postmark and seal large quantities of standardized letters. Just neatly stack the envelopes with their flaps open and overlapping each other.
- Sorry, you will have to do the sealing on large envelopes or "flats." Our machine cannot seal flats.
- Large envelopes 12 x 15 need sealing as well.
Bulk Mail Procedures

1. All mailing lists must be checked against NCOA link or verified before sending them. This new rule by the P.O. took affect November 23, 2008. The list needs to be done every 95 days. Proof of this should come with your mailing or you can have us do this for a small fee before you address your mailing.

2. There MUST be at least 200 pieces in the mailing.

3. All letters in the mailing must be identical in size, weight and color.

4. Bulk mail indicia must be preprinted or stamped on the top right-hand corner of every piece of mail, letters and flats.*

5. The addresses must face the same way, and the flaps must be folded in.

6. For both letters and flats, attach the Department Req and Mailing Request with each bulk mail order.

** Bulk Mail supplies are provided by the Mail Center.

Sending Boxes via USPS, UPS and Other Express Carriers

- UW-Stout has accounts with the United States Postal Service. These services must be processed through the Mail Center.
- The Mail Center would like you to call on ANY item that does not fit in your mail bag at your area. This ensures we understand the weight and size of each package. It also helps us determine parking during the mail runs as well ensuring we have a cart.

Please use the following guidelines:

- Boxes must be sealed.
- Boxes should not be larger than a standard moving box.
- Fragile items in the box should be cushioned with bubble wrap, foam ‘peanuts,’ or wadded up newspaper on top, bottom and all sides.
- Address labels should be clear and marked whether you want delivery to be Next Day, 2-Day, 3-Day or Ground.
Certified Mail

- Used when proof of delivery is required.
- Return receipts are available from the Mail Center.
- Return receipts must be filled out completely. Be sure to include your Stout mail stop in the return address.
- Following notification, the recipient has two weeks to pick the item up from the post office.
- The return receipt is returned to Stout after delivery to the recipient. **Please include your Stout mail stop, department, or individual name in the return address.**
- Return receipt are available in some international areas. You may check the area inquires at USPS.com.

**Note:** The U.S. Postal Service cannot trace certified items until 14 days after the item was mailed.

Registered Mail

- Used primarily for very important items and for proof of delivery on international items.
- Items are monitored from the time of mailing until the time of delivery.
- Return receipts are available from the Mail Center. Return receipts must be filled out completely.
- Be sure to include your Stout mail stop in the return address.
- Insurance is available up to $25,000 for domestic mail.
- Following notification, the recipient has two weeks to pick the item up from the post office.
- The return receipt is returned to Stout after delivery to the recipient.
Return Receipts for Merchandise (RRM)

- Used when proof of delivery is required on merchandise (i.e. auto parts, service awards, recognition awards, etc.).
- An RRM is used only for merchandise sent within the United States. This service may not be used for documents, letters, etc.
- Return receipts (cards) are available from the Mail Center. Return receipts must be filled out completely. Be sure to include your Stout mail stop in the return address.
- Following notification, the recipient has two weeks to pick the item up from the post office.
- A return receipt (card) is returned to Stout after delivery to the recipient.
- **Note:** United Parcel Service (UPS) also has a delivery confirmation service. Call the Mail Center for additional information, 232-1347.

**Return Receipt (Green Card) Sample:**

Front side of return receipt: Back side:
USPS International Mail

The U.S. Postal Service insists that international mail be addressed in the following format:

JOHN SMITH
WIDGETS, INC.
3456 OAK ROAD
KITCHENER, ONTARIO J7K123
CANADA (country must be all caps!)

IMPORTANT: Do not abbreviate the country name! It must appear in all capital letters and must stand alone on the bottom line of the address or it will be returned by the post office for insufficient address. The post office machine ‘reads’ the address with an optical character recognition (OCR) scanner. It best reads capital letters in Helvetica font.

Miscellaneous Outgoing USPS/UPS Mail Information

- Priority Mail is available through the U.S. Postal Service for items 2 pounds and under. Check with the Mail Center for the current cost. Delivery time is 2-3 days (not guaranteed). Items mailed using this service are not traceable.
- Estimated delivery times for USPS first-class mail within the continental U.S.: 

Personal Mail Policy:

- As a courtesy to Stout employees, personal mail can be placed in any Mail Center outgoing mail bin.
- Personal mail is transported to the post office at 3:00 p.m. Please include your name and return address on all personal mail. This allows the Mail Center to contact you if there is any problem in processing your personal mail; i.e. insufficient postage, insufficient address, etc. The Service Center at the Student Center sells stamps.
- We understand at times personal boxes need to be received at the University. We will accept these personal packages but all employees are responsible for picking up personal packages at Mail Services. We will contact you via phone or e-mail to notify you of the box’s arrival. We also ask that you place courtesy call to Mail Services if you are receiving a personal package.

IMPORTANT MESSAGE!
The Mail Center is not responsible for lost or misdirected personal mail.
Outgoing Express Mail Deadlines:

Mail Center express mail pickup deadlines:

Airborne Express ......................... 1:00 p.m.
United Parcel Service (UPS) ........... 2:00 p.m.
Federal Express ........................ 1:30 p.m.
U.S. Postal Service (USPS) .......... 3:00 p.m.
Others ..................................... Varies

Note: Pickup times are subject to change.

Incoming Express Mail Arrivals:

- Express deliveries arrive at the Mail Center between 10:00 a.m. and 4:30 p.m.
- After express packages are entered into the tracking system, they are delivered the same day to your mail stop unless prior arrangements have been made.
- The Mail Center will do its best to deliver express packages to you in the afternoon. You are also welcome to pick it up in the Mail Center.

IMPORTANT MESSAGE
The Mail Center is not responsible for express packages that are picked up from or delivered to locations other than the Stout Mail Center.

Tracking Express Mail Inquiries:

When inquiring about express packages, please, if possible, have the following information available to expedite your request:

1. Airbill number
2. Name of the express carrier
3. Addressee
4. Addressee’s mail stop
5. Date item was sent