

SMART MAILCENTER

HELPFUL HINTS

SECTION 1

Using Traveler Documents 1

SECTION 2

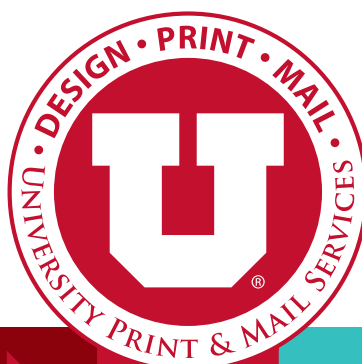
Special Services 2

SECTION 3

How To Send Certified Mail..... 3

SECTION 4

Frequently Asked Questions 5

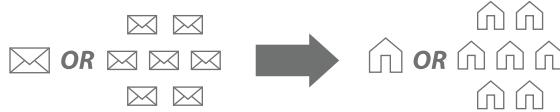


SECTION 1

USING TRAVELER DOCUMENTS

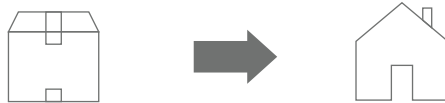
If you have elected to be a SMART MailCenter user with both RTS—MAIL and SHIPMENT options, follow these tips below to accurately provide Traveler Document information. If you need instructions on how to create and print a Shipment or Mail Traveler Document, please refer to the steps in the [SMART Step-By-Step Guide](#).

ONE or MANY
outgoing letters
(or flats) to ONE or
MANY addresses



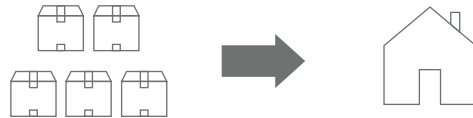
Use **RTS Mail** to print
one Traveler Document

ONE package to
ONE address



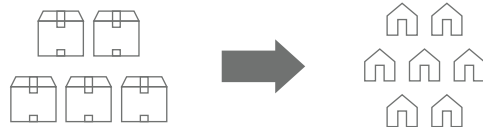
Use **RTS Shipment** to print
one Traveler Document
(tracking numbers included)

MANY packages to
ONE address



Use **RTS Shipment** to print
one Traveler Document
(tracking numbers included)

MANY packages to
MANY addresses



Provide one **RTS Shipment** or **RTS Mail**
Traveler Document for each package

If the quantity is more than 10, email us a
spreadsheet at shipping@utah.edu and one RTS
Shipment (or Mail) Traveler Document attached
to the packages (tracking numbers included)

SPECIAL SERVICES

Depending on the service needed, you may need to provide one **RTS Shipment** or **RTS Mail** Traveler Document for each package or letter you send. See Section 2: Special Services.

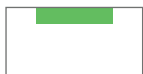
BEST PRACTICE

Even if you are not sure whether to use the RTS Mail or Shipment options for your package or letter, you can contact us for help. If your Traveler Document with your package/letter has an error, we can fix it before it is sent. The important part is creating and sending the Traveler Document with the preferred "Arrival Date" and/or shipping method in the comments.

SECTION 2

SPECIAL SERVICES

Here are some of the more common **SPECIAL SERVICES** used at the University of Utah:



Certified Mail: Use RTS Mail to print 1 Traveler Document for each address. (Hint: If more than 10, email a spreadsheet with all the names and address fields needed to send) See “How to send Certified Mail” below.



Priority Mail: Use RTS Mail to print 1 Traveler Document for each address. (Hint: If more than 10, email a spreadsheet with all the names and address fields needed to send) See “What is Priority Mail” below.



Ground Advantage Mail: Use RTS Mail to print 1 Traveler Document for each address. (Hint: If more than 10, email a spreadsheet with all the names and address fields needed to send) See “What is Ground Advantage” below.



Media or Library Mail: Use RTS Mail to print 1 Traveler Document for each address. (Hint: If more than 10, email a spreadsheet with all the names and address fields needed to send) See “What is Media Mail” or “What is Library Mail” below.



Dry Ice: Use RTS Shipment to print 1 Traveler Document for each address. (Hint: If more than 10, email a spreadsheet with all the names and address fields needed to send—Ships FedEx only) See “How do I ship with Dry Ice” below.

There are many more special services offered by the carriers we use. When in doubt, contact University Print & Mail Services at shipping@utah.edu or call 801-581-6171.

BEST PRACTICE

Always provide us with a Traveler Document and ALWAYS provide the services or type of shipping method you need in the “Comments” or the “Comments/Handling” fields in the Shipment or Mail RTS. Your instructions are critical for your package or mail to process timely and correctly.

SECTION 3

HOW TO SEND CERTIFIED MAIL

Before we start, answer this important question:

Do you need a proof of delivery receipt and/or a signature of the addressee?

YES. I need proof of delivery receipt and/or signature of addressee.

You need Certified Mail.
(See below "Certified Mail Options")

NO. I only need a tracking number!

You do NOT need Certified Mail. (See below "What is Priority Mail?" or "What is Ground Advantage?")

Certified Mail Options

University Print & Mail Services offers 3 Certified Mail options:

Option
1

Certified Mail NO EXTRAS (tracking number only)

Option
2

Certified Mail RECEIPT (tracking number + receipt + signature from recipient)
Requires PS Form 3800 and PS Form 3811

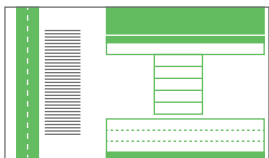
Option
3

Certified Mail RESTRICTED DELIVERY (tracking number + receipt + delivery to and signature from ONLY addressee)
Requires PS Form 3800 and PS Form 3811

Note: Options 2 & 3 require you to provide one or both US Postal Service documents directly to the letter or package. These documents can be obtained from your local post office at no cost (University Print & Mail does not provide these documents to campus employees).

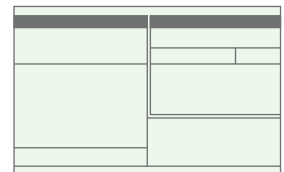
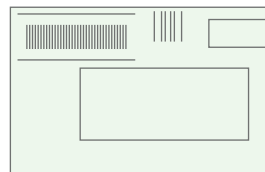
US Postal Service CERTIFIED MAIL RECEIPT (PS Form 3800)

Sticker with tracking number adhered to mail/parcel; sender keeps the receipt half with the delivery information.



Domestic Return Receipt (PS Form 3811)

Mails back to the sender when delivered.



SECTION 3—HOW TO SEND CERTIFIED MAIL *continued*

How do I use SMART MailCenter to send Certified Mail?

Note: If Certified Mail is needed, reference “Certified Mail Options” (above) for all the needed documents required.

(Steps 1–3: Setup your SMART MailCenter account, log in, and select RTS.)

Mail Step 4:

- Select the RTS Mail tab (You cannot use the Shipment tab to send Certified Mail)

Mail Step 5:

- Accounts—Select the Postage for the first “Type” field.
- Select the 2nd “Code” field and begin typing the Chartfield you will use. (Use Match Mode “Contains” for best search results.)

Mail Step 6:

- Number of Pieces—add quantity of mail pieces.
- Comments/Handling—in this field you will need to type the Certified Mail service you want (from the 3 options below):
 - **Certified Mail NO EXTRAS**
 - **Certified Mail RECEIPT**
 - **Certified Mail RESTRICTED DELIVERY**
- It is critical to include the Certified Mail service option you need in the “Comments/Handling” field.

Mail Step 7:

- Print RTS

Mail Step 8:

- Include Printed Traveler Document with outgoing certified mail/packages.

SECTION 4

FREQUENTLY ASKED QUESTIONS

What is Certified Mail?

Certified Mail® is a special USPS service that provides proof of mailing via a receipt to the sender. With electronic USPS Tracking®, the sender is notified when the mailing was delivered or that a delivery attempt was made.

Only used with First-Class or Priority postage. Not available for international mail.

<https://faq.usps.com/s/article/Certified-Mail-The-Basics>

What is Priority Mail?

Priority Mail® provides the customer with an option of sending mail based on weight and dimension or via Flat Rate envelopes or boxes in a fast and affordable way. In most instances, delivery is made within one, two, or three days. Priority Mail provides a package tracking number, and other services (like signature), not to mention it is far less expensive than Certified Mail.

If you need Priority Mail, type “Tracking Number Required” or “Priority Mail” into the “Comments/Handling” field in the Mail RTS before you print your Traveler Document (see Step-By-Step Guide, Step 4 Mail).

<https://faq.usps.com/s/article/What-is-Priority-Mail>

What is Ground Advantage?

USPS Ground Advantage will feature two to five-day service standards for packages up to 70 pounds, and includes a tracking number. It is a perfect option for shippers of all sizes who want affordable domestic ground shipping to all 50 states, U.S. military bases, territories, possessions, and Freely Associated States.

If you need Ground Advantage, type “Tracking Number Required” or “Ground Advantage” into the “Comments/Handling” field in the Mail RTS before you print your Traveler Document (see Step-By-Step Guide, Step 4 Mail).

<https://faq.usps.com/s/article/USPS-Ground-Advantage>

What is Media Mail?

Media Mail shipping is a cost-effective way to send educational materials. This service has restrictions on the type of media that can be shipped.

If you need Media Mail, type “Media Mail” into the “Comments/Handling” field in the Mail RTS before you print your Traveler Document (see Step-By-Step Guide, Step 4 Mail).

https://about.usps.com/notices/not121/not121_tech.htm

What is Library Mail?

Library Mail service is an economical shipping solution for qualified items to be mailed between academic institutions, public libraries, museums, and other qualified organizations. Packages must show the name of the school, non-profit organization, library, etc. in the address or return address.



SECTION 4—FREQUENTLY ASKED QUESTIONS *continued*

If you need Library Mail, type “Library Mail” into the “Comments/Handling” field in the Mail RTS before you print your Traveler Document (see Step-By-Step Guide, Step 4 Mail).

<https://faq.usps.com/s/article/What-are-Library-Mail-Service-and-Media-Mail-Service#>

How do I ship Dry Ice?

Dry ice is a safe and effective way of shipping goods that need to stay frozen, if used properly and compliantly. Dry ice can't be sealed in an airtight container because it releases carbon dioxide gas. Proper labeling is necessary for dry ice shipping. Click on the link for instructions or contact University Print & Mail Services for help.

If you need to ship with dry ice, type “Dry Ice” into the “Comments/Handling” field in the Shipment RTS before you print your Traveler Document (see Step-By-Step Guide, Step 8: Shipment Details).

https://www.fedex.com/content/dam/fedex/us-united-states/services/Dry_Ice_Job_Aid.pdf

How do I tell University Print & Mail which shipment method I need?

Shipping costs are based on package weight, dimensions, and arrival date. For any package shipment or special mail service needed, you only need to select the “Desired Arrival” date and/or time and include the preferred shipping method in the “Comments” field.

What if I don't know what shipping method I need for my package?

No problem. Shipping costs are based on package weight, dimensions, and arrival date. If you don't have a specific arrival date for your package(s), we will compare carrier pricing and select the most cost effective based on package dimensions & weight, and your instructions in the comments field.

What if I don't have a “desired arrival” date for my package?

No problem. If you do not need your package to arrive on a certain date/time, select a date “one week from today.” Shipping costs are based on package weight, dimensions, and arrival date. You can include a comment like, “No arrival date required.” We will select the most cost-effective shipping method from your comment and arrival date. Hint: you must select a “Desired Arrival” date/time in the Shipment RTS when sending a package.

What is a tracking number?

Tracking numbers are useful for knowing the location of time sensitive deliveries. It is a unique ID number or code assigned to a package or parcel. The tracking number is typically printed on the shipping label and is also located in the “Transaction History” of your SMART MailCenter account under “Tracking.”

How do I find my tracking number?

If you send mail or a package that has tracking number, you can log into your SMART MailCenter account, go to “Transaction History,” and click on, “Tracking.” If the package or mail is processed by the carrier, you will have a tracking number link that will show the status of your mail or package (in-transit, scanned locations, delivered, etc.). Click on the “tracking” number to see the status.



SECTION 4—FREQUENTLY ASKED QUESTIONS *continued*

How do I set up email notifications for shipments?

If you are sending a package refer to the Step-By-Step Guide, Shipments Step 7.

1. Click on CONFIGURE NOTIFICATIONS OPTIONS.
2. The “Email Notification Config” pop up box appears.
3. Fill out the emails for the 3 options (Shipper, Recipient, 3rd Party).
4. Click on the radio buttons from the 3 notification types (Shipment creation, All events, Delivery/Delivery Attempt) and who will receive them (Shipper, Recipient, 3rd Party).
5. After you save these selections and your package has processed with the carrier, emails configured will begin receiving notifications on the selected events.

How do I sign up for a SMART MailCenter account?

Go online to sign up today! <https://mailchi.mp/utah.edu/smart>

What’s the difference between Green Slips and the Traveler Document?

The Traveler Document replaces the old green slips. The process is similar, instead of contacting University Print & Mail Services to send you green slips, you create the Traveler Document from your online SMART user account, print it out, and send it with the mail batch each time outbound mail needs to be sent. All you need to know is the correct Chartfield to be billed for the postage or shipping & handling costs.

The SMART MailCenter keeps a record of all transactions or Traveler Documents you create, so you can manage all the outbound mail (or packages) with all the information (including tracking #'s if available) for that day's mail.

How do I create a Traveler Document?

For information on how to create a Traveler Document for Mail or a Shipment refer to the “SMART Step-By-Step Guide.pdf”

What do I need to make a Traveler Document?

1. You need a SMART MailCenter USER ACCOUNT.
2. You need to know your Chartfield. You tell us the Chartfields you use to send mail or packages when you sign up. You will be able to select them in the RTS—Shipment or Mail “Accounts” fields when you create your Traveler Document. For best results, search by account # or the org ID/activity # of the Chartfield.

Additionally needed for shipments:

- The NAME and FULL ADDRESS of the organization or person you are shipping/mailing to.
- Add “Desired Arrival” date/time and preferred “shipping method” or “Special Service” needed in the “Comments” to send your mail or package(s).



SECTION 4—FREQUENTLY ASKED QUESTIONS *continued*

Can we have one user account for a group?

Yes! Users may have their own SMART MailCenter accounts or departments who wish to share a single user account with multiple people, may use a University of Utah or U of U Health group email. SMART user accounts are separate from one another; please consider how users in your department will manage shipping and/or postage.

If you need to have all mail or package transactions in one place, consider using one SMART account with a group email for multiple people to use—the username (group email) and password will need to be shared among all the users in that account.

What is a Chartfield and why do I need one?

A Chartfield is a University of Utah or U of U Health-specific accounting number used to pay for goods or services. It is required so that purchases by a specific organization can properly allocate those costs to the proper accounting purpose within an organization. SMART MailCenter allows users to load needed Chartfields used for mail or shipping and select them when creating a Traveler Document. The selected Chartfield is where those postage or shipping costs will be invoiced.

What if I can't find my Chartfield in the Accounts field?

Users are responsible for knowing what Chartfield is needed to use for postage or shipping. If you don't know what a Chartfield is or which one to use, please contact your supervisor or accounting representative. If you cannot find your loaded Chartfields in SMART, please contact Uprint-accounting@utah.edu.

Can I send personal mail or packages with my SMART account?

NO! SMART MailCenter is ONLY for staff and faculty who mail or ship on behalf of their department(s). NO PERSONAL OR STUDENT MAIL OR SHIPMENTS ARE ALLOWED.

Can I use a credit card to pay?

NO! Because SMART MailCenter is only for University of Utah or U of U Health organizations who send mail or packages, Chartfields are the ONLY payment method available.

Where can I go for help?

For questions or more information regarding the program, contact us at: 801-581-6171

Accounts Questions? Email: Uprint-accounting@utah.edu

Shipping Questions? Email: shipping@utah.edu

