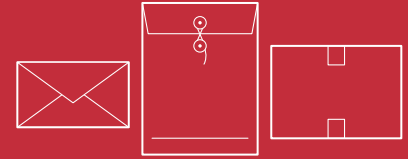




CAMPUS MAIL



University Print & Mail Services sorts and distributes internal mail to campus. We provide daily (M–F) mail delivery service to on-campus locations, to several sites in Research Park, and the University of Utah Hospital mailroom.

1. Who can use Campus Mail?

Campus Mail is for university business **only** and should never be used to send or receive personal mail or packages.

2. Can outside vendors use Campus Mail to send advertisements?

No. Campus Mail may only be used for university business.

3. How do I get more Campus Mail envelopes (pink, blue, large manila)?

Call 801-581-6171 and the envelopes will be delivered directly to your department. Used Campus Mail envelopes are available at no charge.

4. What address information is required for Campus Mail delivery?

- Recipient's name
- Recipient's department
- Recipient's address (street address and/or building, room #)
- Sender name and address

Mail missing this information or with illegible information may be delayed or returned.

5. What time can I expect Campus Mail?

Our mail carriers begin their routes at 8 am and finish around 11 am. High mail volumes may delay deliveries.

6. If I miss the Campus Mail pick-up, where do I take my mail?

Please bring all mail to our office, 135 VRTUSB before 5:30 pm.

7. How late can I drop off my mail to go out in Campus Mail the following day?

Campus Mail received by 3:00 pm will go out in the 8:00 am Campus Mail run the following morning.

8. How long will it take Campus Mail to reach its destination once it leaves my office?

Campus Mail received by 3 pm will be delivered in the next day's mail run.

Mail routing through the University Hospital mailrooms may have a slightly longer delivery time; it takes up to three days for the hospital to process non-hospital related and marketing mail.

9. What should I do if I receive misdelivered mail or mail for someone no longer with the department?

Specify the new/correct address if known; otherwise, write "not at this address," then reroute through Campus Mail.

If there is a recurring misdelivery problem, contact Juan Sosa at juan.sosa@utah.edu.

NOTE: Campus Mail **can't** be forwarded to an off-campus address and will be returned to the sending department.



10. How do I handle a change of address for an individual?

- Notify your contacts and request they change the address in their database
- Notify Print & Mail by phone, email, or letter with the address, including the moving date. Send the information to:

Juan Sosa
juan.sosa@utah.edu
135 VRTUSB
385-290-8878

11. How do I handle a change of address for my department?

- Call Space Planning to change the location code for your department
- Notify USPS, UPS, and FedEx about your change of location
- Notify your contacts and request they change the address in their database
- Notify Print & Mail by phone, email, or letter with the address, including your moving date. Send the information to:

Juan Sosa
juan.sosa@utah.edu
135 VRTUSB
385-290-8878

12. Will Print & Mail deliver to student housing?

We do not process student mail. We only deliver mail for the housing office to 5 Heritage Center. The USPS delivers student mail directly to student housing.

13. Who do I contact if I have a problem with the mail lockboxes?

Juan Sosa
385-290-8878
juan.sosa@utah.edu

14. The sender didn't put enough postage on a package coming to campus; will it be returned to the sender?

No, the package will be forwarded to The University of Utah, postage due. The receiving department will be billed for the additional postage.

15. I found a strange mail package, should I pick it up and return it to Campus Mail?

If the package looks misplaced, call Print & Mail at 801-581-6171 for pick-up. If the package looks suspicious, **do not** pick it up and call campus police at 801-585-2677.

16. If The University of Utah hosts an event, where can non-university participants receive mail?

The event coordinator will need to establish a mail delivery location with the USPS **before** receiving mail.

NEED HELP? We can help you with idea generation, mailer design, and can print and mail it for you. For assistance, please contact your Project Coordinator or call us at 801-581-6171.