

Eastern Mennonite University

Mail Room Policies & Procedures

Section I

Purpose

The Mail Room receives and processes daily mail & package deliveries for all campus departments and EMU students.

Section II

Services

EMU Mail Room services include shipping and receiving USPS, FedEx, UPS, & DHL mail and packages, as well as the sale of USPS stamps. USPS shipping supplies and old EMU logo envelopes of various sizes are available free of charge.

Mail Room staff maintain counter & shipping services during posted hours. Current hours are posted by the window at our location on the main floor of the Campus Center, Room 106. Mail Room staff will provide mail delivery and pick up to most departments located outside the Campus Center once daily. Mail Room hours & daily deliveries may be changed seasonally and in emergencies. An EMU Broadcast Email is sent out to affected parties prior to any changes in our hours. Please check your EMU email regularly so you stay up-to-date on this.

The Mail Room staff sort and distribute incoming and interoffice mail.

The Mail Room alerts Departments and students by email when time-sensitive correspondence and packages are received.

We encourage the reuse of boxes and padded envelopes. Bring boxes and envelopes to the window to drop off for reuse instead of throwing them away!

The Mail Room staff are here to help, please call, email or stop by with any questions.

The Mail Room and the University are bound by US Postal Service (USPS) regulations regarding handling of incoming and outgoing USPS mail, but the Mail Room is not affiliated with the USPS nor does it provide the same services.

Section III

Campus Department Mail Procedures & Policies

1. When dropping off mail, please group or band similar mail pieces together.
2. Please bundle foreign correspondences separately.
3. The contents & value of all international packages must be provided to Mail Room staff for completion of required customs forms
4. Outgoing mail should be in the Mail Room by noon to be processed and sent out that day. The U.S. Post Office picks up the mail at irregular times in the afternoon.
5. Packages and letters shipped via FedEx or UPS should be brought to the mail room as early as possible in the day to make sure that they go out the same day.
6. When purchasing anything from an outside vendor please make sure that they mark the package with the name of the person ordering it or the department.
7. Campus Mail should have the department and the name of the person receiving the mail clearly marked on the item.
8. Campus mail to students should be alphabetized by last name. Please restrict items to 3" x 5" or smaller.
9. Outgoing University mail to be sent by USPS must be completely and accurately addressed and must be marked with a valid account to cover the postage cost.
10. The University's official and legal mailing address is:

1200 Park Rd.

Harrisonburg, VA 22802

Use this address for all business-related outgoing correspondence.

11. All departments will notify the Mail Room of mass mailings one month in advance to ensure adequate amounts of stamps are on hand or can be purchased if needed.

12. All departments must provide the Mail Room with a department account number before their mail can be processed.

13. Each department is responsible for policing their own mail.

14. Permits shall be maintained at the United States Post Office for Postage Due and Business Reply, and departments will be charged for incoming Business Reply mail and any Postage Due for outgoing mail.

15. All departments' receiving daily mail delivery from the Mail Room must have the following:

- a) An established designated mail pick-up/delivery area easily accessible.
- b) Mail drop off locations must be visible and labeled Incoming Mail and Outgoing Mail.
- c) If a designated mail pick-up/delivery area will not be accessible; the department should leave a note on the door instructing the alternate pick-up/delivery in its building.

Section IV

Student Mail Procedures & Policies

1. Each undergraduate student is provided with a campus mailbox, which is used for on-campus as well as incoming USPS mail. Mailboxes are assigned at the beginning of the school year each August. New students and transfers for the second semester receive their mailbox assignments in January. Mailbox numbers and combinations can be found by following these steps:

- Login to myEMU
- Go to Directory
- Choose My Personal Information
- Scroll down until you see your box # and combo

Please stop by our window if you need assistance in opening your box for the first time.

2. Students may receive mail at EMU by using this address:

Student's First & Last Name

EMU 1200 Park Road

Harrisonburg, VA 22802

Please do NOT use a box #.

3. Please refrain from making EMU your Primary Mail Address.

4. Packages received for current students will be kept in the Mail Room up to 30 days, after which time they'll be returned to sender.

- Two reminder emails will be sent after the initial notification email alerting the student to their parcel's arrival. Please check your EMU email regularly so you stay up-to-date on this.

5. Parcels for former students will be returned to sender unless the Mail Room is notified by the individual and alternate arrangements made.

6. USPS First Class & Priority Mail will be forwarded to Primary Home Addresses for up to 3 months after a student leaves EMU.

- If the Primary Home Address is EMU, items will be returned to sender. The link for updating an address with the United States Postal

Service:

<https://moversguide.usps.com/mgo/disclaimer?referral=MG82>.

- Please refrain from making EMU your Primary Mail Address, but use a U.S. residence if possible.

7. UPS, FedEx and DHL packages cannot be forwarded. These will be returned to sender unless the Mail Room is contacted and other arrangements made.

8. Temporary/summer addresses can be updated following these instructions:

- Login to myEMU
- Go to Directory
- Choose Mail Room Summer Address from the left menu bar
- Follow the prompts to update your temporary address

Forwarding policies are the same as above.

9. The EMU Mail Room accepts cash or check only. A Park View Credit Union ATM is located in the Student Union in University Commons.

Section V

General Policies

1. Any person using the EMU Mail Room must adhere to all Federal laws and regulations governing domestic and international mail.
2. The University does not assume responsibility or liability for personal items sent or received by the Mail Room.
3. The EMU Mail Room assumes no responsibility for any mail left on the counter or on the floor outside the Mail Room.
4. Personal mail is accepted to be mailed from the Mail Room but only if postage is applied.
5. Stamps for personal use are available for purchase
6. Personal mail will not be charged to EMU or personal EMU accounts.

7. United States postage stamps will be available for departments for University business and may be charged to their department account.
8. The EMU Mail Room accepts cash or check only. A Park View Credit Union ATM is located by the Campus Bookstore on the second floor of the University Commons.
9. Mail Room staff are authorized to request and verify a recipient's identification for release of mail. Individual(s) may be required to present a valid EMU identification card before Mail Room staff release items to them.
10. Outgoing packages must weigh less than 70 lbs. and be less than 108 inches total in length and girth.
 - a. Measure the three parcel dimensions in inches. *Example: 30" (Length) x 10" (Width) x 15" (Height)*
 - b. Add the measurements of the two smallest dimensions together and multiply by two. This is the girth of your package. *Example: [10" (Width) + 15" (Height)] x 2 = 50" (Girth)*
 - c. Take the longest dimension and add this to the package girth. The result is the combined length and girth of your parcel. *Example: 30" (Length) + 50" (Girth) = 80" (Combined Length and Girth)*

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