

# Mail Services Policy

## Policy/Procedure

Dickinson Mail Services sorts and processes the Faculty, Administration, Staff and Student mail and packages. We are in the Holland Union Building (HUB) on the lower level at the north end of the building.

All Members of the college community are welcome to bring their personal outgoing mail/packages to Mail Services to be mailed. USPS domestic, international and overnight services are available, such as UPS Ground, FedEx, DHL. Tape, stamps and mail supplies are sold at minimal cost.

### **Mail Service Hours**

Package Pickup – Monday to Friday 8:00AM to 4:00PM

Service Window – Monday to Friday 8:00AM to 3:45PM

**All offices are closed on Saturday and Sunday**

Scheduled hours may vary during exams, breaks and holidays

### **Outgoing Mail**

- All outbound letter mail must have a return address and a delivery address.
- US outgoing mail leaves the Mail Services at 3:30 pm.
- All outgoing department mail must have a departmental postage number displayed on each piece in the vicinity of the return address.
- *Mail without postage numbers will be identified and returned to the sending department.*
- Envelope flaps must be down. When mailing flats or brown envelopes, the flaps must be on the long side at the top for the machine to seal it.
- Thick envelopes do not seal properly on the postage machine. These envelopes must be sealed by you.
- Booklets must be tabbed.
- Invitation envelopes must be sealed by the sender.
- All domestic mail will be sent First Class unless otherwise specified
- ***No staples.***
- All "attentions" should be on the first line of the address.

### **Addressing for Faculty, Admin and Staff**

- Since the USPS (United States Postal Service) reads your address from the bottom up, the last line of the address should only include the city, state and zip code. **There should be no writing or designs that falls below the city, state or zip code.**
- Mail should not be sent to the department's physical location on campus. All mail should be sent to one of the addresses below; FAS must include department.
- We receive mail through the United States Postal Service (USPS), UPS (United Parcel Service), Federal Express, DHL, and from other freight carriers.
- Each of these require slightly different information in the address. Using the correct *address will expedite the delivery of your mail and /or packages.*
- All departmental outbound mail must have their postage number displayed in the upper left-hand corner on each piece of mail. Letter mail without a postage number will not be mailed.

**Dickinson has a centralized delivery system.**

#### **\* Mailing Address**

For all USPS Mail and Parcels

Name

Dickinson College/Department Name

28 North College Street

PO Box 1773

Carlisle, PA 17013-2896

#### **Physical Address**

For all UPS, DHL, and FedEx

Name

Dickinson College/Department Name

28 North College Street

Carlisle, PA 17013-2311

#### **For all Freight Deliveries**

Name

Dickinson College/Department Name

5 North Orange Street

Carlisle, PA 17013-2727

\*If you are unsure how your package is being shipped, you will want to use the "mailing address" indicated above.

Personal Packages should not be sent to the college. However, if delivered to the college they should be picked up by the recipient.

## **Receiving Student Mail/Packages**

Using the correct mailing address will be the quickest and most efficient way of receiving your mail on time. It is very important that all your correspondents use your given name and middle initial with your hub number when sending your mail. If you have a name that is commonly used, your middle initial may make the difference between how long it takes us to determine who a piece of mail should go to. If you use a nickname/preferred name, it is important to notify Mail Services. Your mailing address should follow these examples:

### **\* Mailing Address**

For all USPS Mail and Parcels

Name        HUB#

Dickinson College

28 North College Street

PO Box 1773

Carlisle, PA 17013-2896

### **Physical Address**

For all UPS, DHL, and FedEx

Name        HUB#

Dickinson College

28 North College Street

Carlisle, PA 17013-2311

*Mail should not be sent to the student's residence on campus.*

\*If you are unsure how your package is being shipped, you will want to use the mailing address indicated above.

- Incoming students are notified via email with their hub number and mailing information. To ensure your privacy, Mail Services will not share your personal information with anyone outside the college
- All First-Class mail and packages arriving on campus are held in Package Pickup. Students receive an email notification once mail and packages are processed.
- First Class mail remaining after two weeks will be forwarded to the recipients address on file (if in the United States) or returned to sender.
- After two weeks, students will receive a second email notification for unclaimed *packages*. Failure to pickup will result in packages being returned to sender.
- Students must have their Dickinson College ID, when picking up the items at Package Pickup, without a Dickinson ID, the mail will not be relinquished.
- Due to lack of storage, we recommend you send packages no more than two weeks before the start of a semester.
- If we are unable to identify the receiver of a package, it will be returned to the sender after five consecutive business days.

**The Mail Center is not responsible for perishable items.**

- Perishable items will be held in Package Pick-up no longer than five consecutive days. Refrigeration is not available.
- Mail Service is not responsible for damaged, lost, or stolen package left unattended by private carriers.

**Military Overseas Addressing**

Overseas military addresses must contain APO or FPO designation along with a two-character "state" abbreviation of AE, AP or AA and the zip code. All packages must include details of content.

**Shipping Parcels/Packages**

Five important steps for shipping your packages:

1. Sender's email address – You will receive an email containing the details on how the package was sent, what it cost and a tracking number.
2. Department Postage Number
3. Phone extension – so that we can contact the sender if there are any questions.
4. If you are shipping to a foreign country or foreign military address you must complete the content, quantity and value section of the **\*shipping form**.
5. Please provide the international phone number for the recipient not a domestic number.

UPS and FedEx provide up to \$100.00 of insurance. If your package is valued at more than what is provided, it is important to add additional insurance.

**Convenience Fees**

- There is a \$5.00 service fee on all personal packages being shipped FedEx, UPS and DHL. DHL also incurs an additional \$5.00 pick-up fee per package.
- A \$5.00 service fee will be applied to all personal packages shipping USPS at a minimum total of \$4.00 or more.
- Mail Services has a \$2.00 handling fee for personal return packages accepted at the window. All RS, Prepaid labels or returned to sender packages must be handed to an available mail center staff member.

## **Drop-Offs**

- All UPS must be received at the Mail Center no later than 3:00 PM and ready to ship for same-day pickup.
- **FedEx EXPRESS** – Overnight packages that are too large for a drop box must be at the mail center by 10:00 AM to all for same-day pickup. Packages not exceeding the size limit of 16x13x3 must be at the mail center no later than 3:00 PM for the same-day drop drop-off
- **FedEx GROUND**- retrieves all parcels ready to be shipped when our delivery occurs. All items arriving at the window after our delivery is made will leave the next business day. Delivery times will vary.
- The shipper is responsible for paying all chargebacks that may occur for personal packages shipped.  
Examples are and not limited to:  
Oversized packages  
Residential and or fuel surcharges  
Address Corrections  
And for international packages - Brokerage Fees, Tariff Fees, or Added Value Tax.
- **Before sending your envelopes to the mail center:**
  - All departmental outbound mail must have their postage number displayed in the upper left-hand corner on each piece of mail.
  - Be sure to have the recipient's address written or typed on the envelope and always use a return address.

A shipping form should be used for items that **weigh** 13 ounces or more, are in a padded envelope, or cannot be folded please use the link provided.

[https://www.dickinson.edu/download/downloads/id/4270/electronic\\_shipping\\_form.pdf](https://www.dickinson.edu/download/downloads/id/4270/electronic_shipping_form.pdf)

## **International letter Mail**

- International letter mail must be kept separate from domestic mail.
- It should be rubber banded with postage number, in the upper left-hand corner on each letter piece.
- All international mail should have the country name on the last line. When addressing international mail, the address must be in English, and the country must appear on the bottom line of the address. All international mail should be stamped Par-Avion (AirMail)

## **Intra-office Mail for faculty & staff**

- All intra-office must have the recipient's name and building/department location clearly on the envelope.

- All department mail must have a return address.
- All reused envelopes must have the previous names crossed out and use the spaces on the front of the intraoffice envelopes before using the back.
- Departments are responsible for delivering mail/packages directly to the students.

### **Mail Forwarding**

- If a faculty or staff member leaves Dickinson College, their former department is responsible for forwarding or returning the piece to the sender.
- USPS provides a forwarding service for letter and packages.
- Block out all barcodes with permanent black marker. Black barcode on front and the fluorescent orange barcode on the back.
- The new address should cover the old address, let the name show.

### **Mail returns**

You may return any unopened packages (\$2 convenience fee for personal items) but you must pay the postage fee if opened.

### **Outbound Packages**

- All packages should be sent through Mail Services to get the most economical means of delivery.
- All flat envelopes that will not bend, padded envelopes or parcels weighing more than 13 ounces should be accompanied by a shipping form. (link below)
- Dickinson College has specific discounts with UPS, FedEx and DHL.
- Overnight carriers: UPS and FedEx and DHL

[https://www.dickinson.edu/download/downloads/id/4270/electronic\\_shipping\\_form.pdf](https://www.dickinson.edu/download/downloads/id/4270/electronic_shipping_form.pdf)

### **USPS**

There are postage calculators for domestic and international rates on the USPS website at [www.usps.gov](http://www.usps.gov).

<b>Related Information</b>
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<b>History/Revision Information</b>
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**Responsible Office/Division:** Campus Operations/Dickinson Mail Services

**Effective Date:** 09/10/19

**Last Amended Date:** 11/01/2022

**Next Review Date:** 11/01/25

**Also Found In:** Mail Center Web Site  
([https://www.dickinson.edu/homepage/79/mail\\_center](https://www.dickinson.edu/homepage/79/mail_center))