



# UNIVERSITY MAIL SERVICES

## FALL 2013 NEWSLETTER

[www.facilities.rochester.edu/mailservices](http://www.facilities.rochester.edu/mailservices)

### Online Access Available for Mail Service Charges

University departments now have access to view and print their monthly departmental mailing and courier delivery charges. Charges for ledger reconciliation (as of May 1, 2013) are available after the third of each month online at <http://ufacdemeter:8080/jasperserver/login.html>. Login with User ID: guest\_mail and Password: mail. Instructions on how to view, export, and print reports are available on the Mail Services' homepage at <http://www.facilities.rochester.edu/mailservices>. Call 273-5149 for further assistance or information.

A reminder that your US Postage Stamps can be hand delivered by our couriers to anywhere in the University Community by contacting the Campus Post Office via phone or on-line.



### Mail Services Safety and Security

Ever wonder what ORM-D means when you see it on a parcel?



Did you know that the Postal Inspection Service is the agency in charge of handling Identity Theft?

Do you handle the mail regularly and wonder about the safety and security that goes into each piece?

Rest assured, our staff has the knowledge and training to provide you with the answers to all your mail safety and security concerns such as:

- personnel and mail safety
- security issues like mail fraud
- identity theft
- unmailable material

Stay tuned, more to come

### Online Courier Form is HUGE SUCCESS!

In the first two months of this fiscal year we are averaging over 250 requests per month. Thank you for all the favorable reviews and please let us know if you can offer any suggestions to make this form even more user-friendly. You can find our form at:

<http://www.facilities.rochester.edu/apps/mailservices/courier/index.php>

Or look for the link on our website.

### New Centralized Mailrooms

This fall we will begin setting up centralized mail rooms and/or mail box units on the River Campus beginning with Dewey Hall. This will help us maintain an acceptable level of service to *all* our University Customers with the growth and expansion that is taking place. Replacing desk top or singular office deliveries wherever possible with a general mail room will help reduce time these singular deliveries currently take.

### Internet's Effect on Student Mail

Although personal correspondence by way of letters and flats have significantly declined due to email, smart phones and online billing, the number of packages received by the Campus Post Office (CPO) continues to surge; primarily due to online ordering of books, clothes, and materials. For the past four years, the CPO has experienced an 11% growth in packages received each year. Almost 96,000 packages were processed in FY13!

### KUDOS!

In July our Mail Service Couriers all received Strong Star Appreciation Awards through the I-CARE Program from our friends at the Patient Accounts Department in Corporate Woods. The recognition for friendly and prompt service was much appreciated along with the accompanying luncheon. Thank you again for the honors!



### Meter Mail

The Mail Center Meter Mail section posts (applies postage) single-piece, desktop mail to include business letters, invoices, lab reports, X-rays, and packages of all sizes. In addition, special Postal handling services are also offered such as Express, Certified, Registered, and Insured. An average of 8,245 domestic and international mail pieces are metered and posted by our team members daily.

### Welcome Woody!

New to our Mail Services family is Merritt "Woody" Woodward as supervisor of Mail Services. Wish him a warm welcome when you see him!



### CONTACT US

@ Mail Service Offices:

Bulk Mail	275-1013
Intramural Mail	275-5684
Billing	273-5149
Courier Services	275-2001

@ Campus Post Office:

Office:	275-3991
Package Store:	275-7495

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