

RED Presentation

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questions/concerns my hours are usually 7-4 M-F.

- a. No one answers the phone or email on weekends or holidays
- b. Best to use email with a cc to Steve Rigby. Include recipient's name, tracking number, and carrier name

2. Processing/sorting

- a. 7:30am pick up at Post Office
 - 1) If the PO scans “delivered” after 7:30am it does not get to campus until late in the afternoon or the next business day.
- b. Process/sort until 11:00am M-F
 - 1) It is the rare occasion when we do not get the items picked up at 7:30am delivered to the halls that same day.
- c. M-F Start delivery @ 1:00pm
- d. Saturday start loading trucks and delivering @10:30am
- e. Supposed to be finished by 4:00pm

II. Addressing

A. Two addresses for every residence hall—USPS & Private Carriers

1. USPS only delivers to the President's residence on campus. EVERYTHING else goes through Mailing Services, whether it has a street address or the PO Box 1700.
2. Using a street address for a USPS mailing address will at the least cause a delay or may cause return marked "UAA" or mis-delivery by USPS to an off-campus address. Ex. NE and SE Stadium Way, Cougar Way and Cougar Court
3. A notice will be placed on all incorrectly/incompletely addressed items through September. Starting October 1, letters and non-vendor parcels sent through the Post Office will be returned to sender marked UAA.

3. The correct/complete format for USPS items is:

Student Name

Hall Name and Room Number and directional (if McE or Stephenson)

PO Box 1700

Pullman WA 99163-1700

4. United States Postal Services does deliver parcels—do not make any signs that indicate for “Mail” use PO Box 1700 and “Parcels” use street address

- B. Private Carriers—FedEx, UPS, flowers, cakes, pizza etc.
 1. They deliver directly to the hall front desk/lobby.
 2. Always use the street address with the room number.
 3. A lot of items are turned over to USPS for “final mile delivery”.
 4. Vendors frequently will not accept the PO Box 1700 so it does make some difficulties for Mailing Services.
 5. When a private carrier delivers an item and you cannot find the recipient, do not just toss aside. Scan as “under research”. A desk worker has signed for the item and so WSU is responsible for it until delivery. You have to be able to tell an inquirer where it is at all times.
 6. If undeliverable do not return to Mailing Services. Return to the carrier that delivered it.

A. Addressee

1. Use the name that is on the Housing contract for best results
2. Actually have a name on every mail piece. If there are two students in the room, Mailing Services will not choose who to send the item to. Usually it is marked “insufficient address” and returned to sender.

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3. Nick Names

- a. Will or Bill for William, Liz, Betsy, Beth for Elizabeth, Mandy for Amanda, Jake for Jacob, Tom for Thomas,
- b. Princess, Muffin, Sis, Bro, Stud, Lover, Gorgeous, Hulk, Wonder Woman, Mickey Mouse
- c. Foreign Americanized name—Vincent for Tien
- d. Transgender—Nicklaus for Claudia
- e. Hyphenated Names—Miller for McHendry-Miller, Rodriguez for Delfin-Rodriguez

4. Fill in the spot for Nick Names in Odessey-- Jay for Joshua, Franki for Audriane

III. Misc.

- A. NATA (not at this address)
 - 1. Rubber band together and use separate note with NATA written on it.
- B. Mis-delivered
 - 1. Rubber band together and use separate note with mis-delivered written on it
- C. Emptying/retrieving letter mail from boxes. I've actually had students not know that they had a physical mailbox and that it should be emptied frequently.
- D. Always make sure that the bar code you are scanning is the yellow or blue sticker. Too many times a different bar code is scanned and then in Intra it looks like the student never claimed their item. Also make sure the name on the sticker matches the name on the label. (example)

E. Unclaimed

1. Parcels—return to Mailing Services or private carrier after thirty days. You don't have the space to store indefinitely. Every ten days go through your parcels, check the dates and send 2nd or 3rd notice or return to Mailing Services marked "unclaimed". At the end of this Spring Semester, Mailing Services picked up items that had been processed in every month since August and not claimed. **NEVER remove/cover the yellow sticker.**

2. When student leaves/trades rooms/halls return unclaimed parcels to Mailing Services. **NEVER remove/cover the yellow sticker.** Do not take to new hall without first scanning bar code as redirect and make notation of why redirecting in the notes section. Then scan transferred to hall desk and scan the hall desk bar code. Then the desk worker will have to process it as if Mailing Services had delivered it. Probably be easier and more efficient to just return it to Mailing Services and let us take care of the redirect etc.

3. Letters in mailbox

- a. When student leaves/trades rooms/halls. Mark as unclaimed and return to Mailing Services.
- b. At end of Spring semester. Mailing Services comes in on the Monday after end of the semester and cleans out all unclaimed letters and USPS parcels.

F. MyWSU (example)

G. Interdepartmental envelopes

1. Deliver to last person on the lines.
2. Return empty ones to Mailing Services or store in RA/RED/AHD desk for the next use.

H. Post Office/Federal laws

1. Over 30 statutes concerning opening some else's mail/tampering/theft of mail. These are Federal Offenses not misdemeanors. US Code part I chapter 83 section 1708 defines mail theft as taking any piece of mail that is not your own for any purpose. If you are charged with mail theft, you could face up to five years in federal prison and fines of up to \$250,000.
2. Protect yourself!!!! Log/note everything that is damaged or open. Mailing Services tries to catch the opened or damaged items but if a desk worker notices something log it. You don't want to be accused of theft/tampering/opening someone else's mail.