

University of Houston Clear Lake

General Support Services-Mail Services – Receiving and Delivery of Incoming US Mail

Frequently Asked Questions

Where is Mail Services?

Mail Services is located in the Basement, adjacent to the Receiving Dock area.

What is the mission of Mail Services?

The mission is to provide courteous, cost effective, high quality mail service to all the UHCL community.

- Process and pre-sort incoming and outgoing domestic and international mail distributed through the United States Postal Service.
- Process interdepartmental mail for campus delivery.
- Pearland and UH Main campus mail route pick up and deliveries.
- Sort and prepare outgoing mail for USPS pick up.
- Run metered mail daily.
- Mail Services is also responsible for interpreting and enforcing U.S. Postal regulations and providing postal information to campus personnel.

What are the benefits to the UHCL community?

- Pre-sort all incoming mail and distribute by building/department.
- Daily face-to-face customer service through delivery and pick-up of mail.
- Schedule oversize pick-ups from colleges/departments.
- Eliminate daily pick-ups from USPS.
- USPS delivers directly to Mail Services location.

One-on-one personal service by the Mail Services.

Mail Services staff will deliver and pick up mail once a day, to and from the main suites identified/assigned by individual colleges and/or departments.

Where can my mail be dropped off?

You may place your outgoing mail in the identified/assigned suite outgoing mail box. Should you miss the mail carrier at the time your mail was delivered/picked up, for your convenience, mail drop boxes will be located at the Bayou and SSCB buildings.

How can I get a list of delivery locations?

Delivery locations by building/department is available at <https://www.uhcl.edu/administrative-offices/general-support-services/mail-room>

What time is mail picked up from the drop boxes?

We pick up mail every day at 4:00 PM from Bayou Building and SSCB Building.

Services for pick up and delivery of mail.

Daily pick-up and delivery at your suite location.

Where can I purchase UPS Stamps?

Stamps are available in Print Support Services Office B2403.

How do I reach the Mail Services staff?

Mail Services staff may be reached via phone (281)-283-2237 or via email dockmailroom@uhcl.edu.

What are the hours of operation for the Mail Services?

The hours of operations are, Monday through Friday, 8 AM to 5 PM.

How can I look at the Mail Services website?

The mail services hyperlink is <https://www.uhcl.edu/about/administrative-offices/general-support-services/mail-room>.

What if department's have large (BULK) items to send and will not fit in the drop box?

Departments may need to schedule pick-up of bulk items one day in advance via email to dockmailroom@uhcl.edu.

If I send something through campus mail, how long will it take?

All interoffice campus mail is next day delivery.

Does it cost my department to have Mail Services deliver mail instead of the Post Office?

There is no added cost to departments to have Mail Services deliver mail.

Can I process business reply mail as well?

Yes, contact the mail room staff for instructions on how to set up your envelopes for a smooth return to UHCL.

Is there a general university account for FedEx or does each department have its own account?

Yes, Mail Services has a UHCL FedEx account. Mail Services assists departments with FedEx packages. FedEx packages are handled by each department. A [Postal Expenditure form](#) must be attached to your packages. Please speak with your departmental mail liaison to work with Mail Services staff.

How will my department get billed for metered mail?

Metered mail is billed to the department cost center that is provided by the department on the [IDT \(Inter-Departmental Transfer\)/Postal Expenditure form](#) approved by the College/Division Business Administrator (CBA/DBA).

What if I need to send USPS expedited or certified mail?

Mail services can accept USPS Express Mail, Priority Mail, and certified mail. Simply complete the applicable USPS form, and attach it to your mail along with a Postal Expenditure form. Mail Services is unable to accept items that are sent registered or insured. USPS forms are available at UHCL Print Support Services Office, Bayou Building 2nd Floor Room B2403.

How do you address campus mail to faculty, administrators, and staff?

Campus mail addresses should contain the person's name, department, building, room number and Mail Box # and/or Mail Code. At a minimum the mail addresses must have person's name, department and Mail Box/Mail Code.

Can I mail my personal bills and letters?

Mail Services has no way of identifying personal bills and letters verses business mail. Mail Services will continue to pick up and deliver all mail from the identified/assigned suites and from the drop boxes placed at Bayou Building and SSCB Building.

Where can customers find additional information regarding domestic and international rates and fees?

Additional information on domestic and international rates and fees can be found at <https://pe.usps.gov> International delivery options can be found at www.usps.com/international.

What days will US Mail not be picked up by the postal carrier?

US Mail Services will not deliver and pick up mail on weekends and observed national postal holidays. UHCL Mail Services will continue to deliver and pick-up outgoing/inter-office mail during regular business hours.

Where can I find and how do I submit an IDT (Inter-Departmental Transfer)/Postal Expenditure Form to process my mail?

The [IDT/Postal Expenditure form](#) may be completed and emailed to dockmailroom@uhcl.edu or attached to the mail piece (s) to be picked up by the UHCL Mail Services and/or dropped off in one of the available drop boxes located at Bayou or SSCB buildings. The form is available <https://www.uhcl.edu/about/administrative-offices/general-support-services/documents/postal-expenditure-form.pdf>

General Support Services-Mail Services Staff

María Dolores Galvan, GSS Manager (281) 283-2211, galvan@uhcl.edu

Margaret Garcia, GSS Rep II (281) 283-2217, garcia@uhcl.edu

Steve Boardman, GSS Rep. II (281) 283-2237, boardman@uhcl.edu