

University of Houston Clear Lake

Mail Services – Receiving and Delivery of Incoming US Mail

Frequently Asked Questions

Why is Mail Services moving from Bayou Building 1st Floor?

UHCL became a four year institution fall 2014 and with it comes the importance to continue to support the university mission, achieve optimal utilization of space and respond to current and emerging needs of the university to better serve our customers.

Who will occupy the Mail Services current location?

It is yet to be determined.

Where is Mail Services relocating?

Mail Services is proposed to be physically located adjacent to the Receiving Dock area. The new proposed space is larger than the current Bayou Building 1st Floor location.

What is the new mission of Mail Services with this transition?

The mission is to continue to provide courteous, cost effective, high quality mail service to our customers and an opportunity to develop, cross train and utilize receiving dock and mail services staff to serve university customers: faculty, staff and students.

- Continue to process and pre-sort incoming and outgoing domestic and international mail distributed through the United States Postal Service.
- Continue to process interdepartmental mail for campus delivery.
- Continue with 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 is the projected date for relocation of Mail Services?

The projected date for the relocation is January 02, 2017

What are the benefits to the UHCL community with this relocation?

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

Will I still have one-on-one personal service by the Mail Services staff?

Yes, 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 <http://www.uhcl.edu/business-services/mail-room-Delivery-locations>

What time is mail picked up from the drop boxes?

We are planning to pick up mail every day at 4:00 PM from Bayou Building and SSCB Building. This is subject to change based on the USPS delivery and staffing availability.

Will my services of mail delivery take longer?

No, daily pick-up and delivery at your suite location will be much faster and more efficient.

Will stamps be sold to the public?

No, stamps are available at your local post office or grocery stores.

How do I reach the Mail Services staff?

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

What are the hours of operation for the Mail Services after the relocation?

The hours of operation will continue to remain the same, Monday through Friday, 8 AM to 5 PM. During the summer semester, Mail Services works Monday through Thursday 8 AM to 5 PM and Friday 8 AM to noon.

How can I look at the Mail Services website?

The mail services hyperlink is <http://www.uhcl.edu/business-services/mail-room>

What time can a department expect mail delivery?

Time of delivery is not identified yet. However, with the transition, we are planning on delivering in the morning each day.

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 UHCL_mailroom@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 cost to departments to have Mail Services deliver mail.

Can I process business reply mail as well?

Yes, contact the mailroom 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 UPS or does each department have its own account?

As a courtesy Mail Services has been assisting departments with FedEx packages. However, with this transition all FedEx and UPS packages will be handled by each department. 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 interdepartmental transfer form (IDT) approved by the Senior Business Coordinator.

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 is available at UHCL Copy Center, Bayou Building 2nd Floor Room B2403.

How do I report lost or stolen mail?

You can notify the U.S. Postal Service and the USPS Office of the Inspector General regarding lost or stolen mail by calling 1-888-USPS-OIG or 1-800-ASK-USPS. You can also fill out a complaint online at www.uspsoidg.gov or www.usps.com

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 <http://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 Monday – Friday.

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

No change in the IDT process. The IDT form may be completed and emailed to the UHCL_Mailroom@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 <http://www.uhcl.edu/business-services/mail-room>

Who is the supervisor for the Mail Services?

Ms. Lois Lewis, Business Services Supervisor. She may be reached at (281)-283-2211,
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