California State University, Chico
Business Services

Mail Services
and
Shipping & Receiving

Process Guide

Mail & Shipping 101

Version 1.0
Last updated by: CHRIS MENDOZA (06/20/2016)
Contents

1 REVISION HISTORY ................................................................................................................................................. 3
2 OVERVIEW ................................................................................................................................................................. 4
3 CHOOSING A CARRIER .............................................................................................................................................. 4
4 CUT-OFF TIMES ........................................................................................................................................................... 4
  4.1 COUNTER DROP-OFF ............................................................................................................................................ 4
  4.1.1 Shipping & Receiving - 940 W 1st ST Warehouse ............................................................................................... 4
  4.1.2 Mail Services - SSKU 118 .................................................................................................................................. 4
4.2 PICK-UP AT YOUR DEPARTMENT OFFICE LOCATION ............................................................................................ 4
  4.2.1 By Mail Services staff ....................................................................................................................................... 4
  4.2.2 By Shipping & Receiving staff ........................................................................................................................ 4
5 HOW DO I... (GUIDES) ........................................................................................................................................... 5
6 INTERNATIONAL MAILING/SHIPPING ..................................................................................................................... 5
  6.1 BASIC GUIDELINES ............................................................................................................................................... 5
  6.1.1 Be descriptive .................................................................................................................................................... 5
  6.1.2 Carrier online tools .......................................................................................................................................... 5
  6.1.3 Commercial Invoice or Pro Forma .................................................................................................................. 5
  6.1.4 Customs Forms (United States Postal Service specific) .................................................................................... 5
7 MAILING SUPPLIES ................................................................................................................................................ 6
  7.1 FREE SUPPLIES .................................................................................................................................................. 6
  7.1.1 Carrier Specific Supplies ................................................................................................................................ 6
  7.1.2 Intracampus Envelopes ................................................................................................................................... 6
7.2 SUPPLIES THAT ARE NOT AVAILABLE ............................................................................................................. 6
8 PAYING FOR POSTAGE & SHIPPING CHARGES .................................................................................................. 7
  8.1 CHARGEBACK SYSTEM ...................................................................................................................................... 7
  8.1.1 Mailbag Code .................................................................................................................................................... 7
  8.1.2 Don’t know your Mailbag Code? ..................................................................................................................... 7
9 PRICING ......................................................................................................................................................................... 8
10 RATE SHOPPING ........................................................................................................................................................ 8
  10.1 WHAT IS NEEDED TO RATE SHOP EFFECTIVELY? .......................................................................................... 8
11 SERVICES PROVIDED ............................................................................................................................................... 9
  11.1 INCOMING MAIL SERVICES ........................................................................................................................... 9
  11.2 INCOMING RCVG SERVICES .......................................................................................................................... 9
12 SIZE RESTRICTIONS ............................................................................................................................................... 9
  12.1 MAIL RESTRICTIONS ....................................................................................................................................... 9
  12.2 RCVG RESTRICTIONS .................................................................................................................................... 9
13 SHIPPING SUPPLIES ............................................................................................................................................. 10
  13.1 AIR/WAY BILLS .................................................................................................................................................. 10
  13.1.1 Air/Way Bill log books .................................................................................................................................. 10
14 SPECIAL PICK-UP REQUESTS ................................................................................................................................ 11
15 STUDENT MAIL ........................................................................................................................................................ 11
16 PRO TIPS & TRICKS ............................................................................................................................................... 12
## 1 Revision History

[This document should be continuously updated as processes change]

<table>
<thead>
<tr>
<th>Change Initiated By</th>
<th>Date</th>
<th>Reason for Changes</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chris Mendoza</td>
<td>05/04/2016</td>
<td>Document Creation</td>
<td>1.0</td>
</tr>
</tbody>
</table>
2 Overview

The information below is meant to serve as a quick reference guide to some commonly asked questions regarding mailing and shipping for University business.

3 Choosing a Carrier

All of the carriers provide similar services (e.g. tracking, signatures, etc.). In most cases, customer preference and pricing dictate which carrier is used.

The only time that a person must choose a specific carrier is when the domestic delivery address is to a PO Box. If this is the case, you must use the United States Postal Service (USPS) as the other carriers only deliver to physical addresses.

4 Cut-Off Times

For same-day service, follow the guidelines below.

4.1 Counter Drop-off

For same-day service, drop off mailpieces and packages at the following locations by the times noted below.

4.1.1 Shipping & Receiving - 940 W 1st ST Warehouse

<table>
<thead>
<tr>
<th>TIME</th>
<th>CARRIER(S)</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:45 AM</td>
<td>FedEx Ground</td>
</tr>
<tr>
<td>2 PM</td>
<td>DHL</td>
</tr>
<tr>
<td>2:30 PM</td>
<td>FedEx Express</td>
</tr>
<tr>
<td>2:30 PM</td>
<td>UPS</td>
</tr>
</tbody>
</table>

4.1.2 Mail Services - SSKU 118

<table>
<thead>
<tr>
<th>TIME</th>
<th>CARRIER(S)</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 PM</td>
<td>FedEx Express</td>
</tr>
<tr>
<td>12 PM</td>
<td>UPS</td>
</tr>
<tr>
<td>3:30 PM</td>
<td>United States Postal Service</td>
</tr>
</tbody>
</table>

4.2 Pick-up at your department office location

4.2.1 By Mail Services staff

If you would like your pieces picked up by the Mail Services staff during their normal routes, every carrier will receive same-day service, except DHL and FedEx Ground will be next day service.

4.2.2 By Shipping & Receiving staff

To guarantee same-day service ensure that you schedule a pick-up prior to the cut-off times in Section 4.1.1 and allow for travel time.
5 How do I... (Guides)

Mail Services (MAIL) and Shipping & Receiving (RCVG) post and maintain “How-to-Guides” online at http://www.csuchico.edu/busv/forms-process-guides.shtml. These tools are meant for staff and faculty use.

6 International Mailing/Shipping

There are many regulations that govern the export and import of documents and goods. Each country has restrictions and allowances and it is impossible to know each of these. Each carrier provides country specific details to help determine what can be shipped and their own requirements.

6.1 Basic guidelines

Use these guidelines to prepare the documentation that is necessary to help the shipment reach its destination on time, reducing the risk of being delayed at customs.

6.1.1 Be descriptive

<table>
<thead>
<tr>
<th>Description Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor Description (too vague)</td>
</tr>
<tr>
<td>Parts</td>
</tr>
<tr>
<td>Gift</td>
</tr>
<tr>
<td>Samples</td>
</tr>
<tr>
<td>Documents</td>
</tr>
</tbody>
</table>

6.1.2 Carrier online tools

<table>
<thead>
<tr>
<th>Carrier</th>
<th>Online Tool</th>
</tr>
</thead>
<tbody>
<tr>
<td>UPS</td>
<td>It is unlikely that you would want to use UPS to ship internationally as the rates given by DHL and FedEx are better.</td>
</tr>
<tr>
<td>USPS</td>
<td><a href="http://ircalc.usps.gov/CustomsFormsCalculator.aspx">http://ircalc.usps.gov/CustomsFormsCalculator.aspx</a></td>
</tr>
</tbody>
</table>

6.1.3 Commercial Invoice or Pro Forma

Both of these forms, Commercial Invoice and Pro Forma, are used for importation control at the destination county. These forms help customs agents determine what the contents are, who they came from, and where they are going.

Not every shipment needs either of these forms. When in doubt, completing either of these forms will not “hurt anything”. If the destination country does not need the form they will send the package on its way. However, if a form is required and none is supplied, the shipment will be delayed.

In most cases, if the shipment contains anything other than documents over 1 lb. you will probably need a Commercial Invoice or Pro Forma.

6.1.4 Customs Forms (United States Postal Service specific)

USPS uses their own forms for international mailing/shipping. These forms must be completed electronically.

Determine if a form is required and electronically complete the form using the Customs Form Indicator Tool.
7 Mailing Supplies

See also Section on Shipping Supplies.

7.1 Free Supplies

Mail Services provides any of the free shipping supplies that are available from the carriers. The majority of the “on-hand” supplies are located in SSKU 118. Call us at x 5326, email us at mailroom@csuchico.edu, or stop by our office to request supplies.

7.1.1 Carrier Specific Supplies

Carrier specific boxes, envelopes, pouches, tubes, and more are maintained in our inventory. Items not in inventory can be ordered and will be received in about one week.

7.1.2 Intracampus Envelopes

Mail Services maintains a supply of gently used envelopes for intracampus correspondence. Do you have too many in your office? Give them back to us for redistribution. Call us at x 5326, email us at mailroom@csuchico.edu, or stop by our office to request intracampus envelopes.

7.2 Supplies that are not available

Mail Services and Shipping & Receiving do not provide packaging materials like peanuts, bubble wrap, etc. Check with AS Recycling or purchase your own packaging materials.

---

1 Free carrier supplies have restrictions on what services you can use. In general, they are restricted to 1st/2nd/3rd Day services.
## Paying for Postage & Shipping Charges

The University maintains invoice accounts with the following carriers:

<table>
<thead>
<tr>
<th>Carrier</th>
<th>Services Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>DHL</td>
<td>International ONLY</td>
</tr>
<tr>
<td>FedEx</td>
<td>Domestic &amp; International</td>
</tr>
<tr>
<td></td>
<td>- Ground</td>
</tr>
<tr>
<td></td>
<td>- Express</td>
</tr>
<tr>
<td></td>
<td>- Freight</td>
</tr>
<tr>
<td></td>
<td>- Express</td>
</tr>
<tr>
<td></td>
<td>- LTL – Less than truckload</td>
</tr>
<tr>
<td>UPS</td>
<td>Domestic &amp; International</td>
</tr>
<tr>
<td>United States Postal Service</td>
<td>Domestic &amp; International</td>
</tr>
<tr>
<td>(prepay account)</td>
<td></td>
</tr>
</tbody>
</table>

The Mail Services supervisor is the account holder, on behalf of the University, and is responsible to maintain each of these accounts.

### 8.1 Chargeback system

As stated above, the Mail Services supervisor is the customer of the carriers on behalf of the University. As such, Mail Services and Shipping & Receiving staff provide internal customer service to the campus staff and faculty. When a department uses the University’s mail or shipping services, the department is charged for the cost of the postage and shipping. This is called a “chargeback”.

Mail Services “charges back” campus departments using a [Mailbag Code](#).

#### 8.1.1 Mailbag Code

Mailbag Codes are associated with and represent a chartfield string or an auxiliary project.

The most recognizable form of a Mailbag Code can be found in the clear window on your department mailbag.

#### 8.1.2 Don’t know your Mailbag Code?

Work with your department administrative support staff or Mail Services staff to determine the correct postage account to charge.
9 Pricing

While the University has negotiated rates with DHL, FedEx, & UPS, the prices are not published anywhere that is readily available.

The only published rates are from the United States Postal Service and are found in Notice 123 at http://pe.usps.com/text/dmm300/notice123.htm.

In general, pricing for all carriers is calculated based on:

- Weight
- Dimensions
- Destination

Heavier, bigger, farther cost more $$$$$

Lighter, smaller, closer cost less $

10 Rate shopping

Rate shopping is a service provided by Mail Services and Shipping & Receiving to the campus community. For an accurate rate quote provide us with the information below.

10.1 What is needed to rate shop effectively?

- Weight (exact weight is better; can be done with an approximate weight)
- Dimensions
  - Length x width x height
- Destination Postal Code
  - Some international countries do not use Postal Codes; provide City name or Province
- Special services, if any are requested
Services Provided

Mail Services and Shipping & Receiving provide similar “outgoing” services, however they differ in “incoming” services.

11.1 Incoming MAIL services

Mail Services is responsible for:
- United States Postal Service Mail; sortation, distribution, and processing
  - Letters, Flats, & small Packages not needing signature
- Intracampus mail; sortation and distribution

11.2 Incoming RCVG services

Shipping & Receiving is responsible for:
- Sortation, distribution, and delivery of
  - DHL
  - FedEx
  - Other carrier shipments (e.g. freight & etc.)
  - UPS
  - United States Postal Service
    - Certified, USPS Tracking large Packages, etc. needing signature

12 Size Restrictions

12.1 MAIL Restrictions

Mail Services staff will pick-up items no larger than a mail tub. The dimensions are 18” x 13” x 11”

12.2 RCVG Restrictions

Shipping & Receiving staff will pick-up items that they can safely handle. If the item has an extremely high value or cannot be transported in a RCVG vehicle, RCVG will have the University Moving Crew deliver the item.
13 Shipping Supplies

See also Section on Mail Supplies.

13.1 Air/Way Bills

Paper air/way bills are used by Mail Services and Shipping & Receiving to ship documents and packages using DHL (International only) and FedEx (Domestic & International). Campus staff and faculty may request these preprinted air/way bills for their shipping needs. Call us at x 5326, email us at mailroom@csuchico.edu, or stop by our office to request supplies.

13.1.1 Air/Way Bill log books

Mail Services manually records when and to whom we provide air/way bills to.

For each carrier there is an internal binder with a log book where the following is documented:

- Date
- Department
- Campus ZIP
- Quantity
- Low Tracking Number
  - Air/way bills are unique sequenced numbers; if the quantity is greater than 1 one you will have a “low” starting tracking number
- High Tracking Number
  - Air/way bills are unique sequenced numbers; if the quantity is greater than 1 one you will have a “high” ending tracking number
- Domestic or International
  - Applies to FedEx ONLY

Example of log:

```
FED-EX AIRBILL TRACKING LOG

<table>
<thead>
<tr>
<th>DATE</th>
<th>DEPT</th>
<th>ZIP</th>
<th>QUANTITY</th>
<th>LOW TRACKING NUMBER</th>
<th>HIGH TRACKING NUMBER</th>
<th>USA</th>
<th>INTL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2010</td>
<td>MAIL</td>
<td>285</td>
<td>10</td>
<td>0123-3456-6789</td>
<td>0123-3456-6889</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

DHL AIRBILL TRACKING LOG

<table>
<thead>
<tr>
<th>DATE</th>
<th>DEPT</th>
<th>ZIP</th>
<th>QUANTITY</th>
<th>LOW TRACKING NUMBER</th>
<th>HIGH TRACKING NUMBER</th>
<th>INTL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2010</td>
<td>MAIL</td>
<td>285</td>
<td>10</td>
<td>01-2345-6789</td>
<td>01-2345-6889</td>
<td>X</td>
</tr>
</tbody>
</table>
```
14 Special pick-up requests

For any large packages that do not fit in a mail tub contact Shipping & Receiving at extension 5115. Provide the staff with the department location, how (which carrier) the pieces are being sent-off campus, and the number of packages.

For any large United States Postal Service mailing that does not fit inside of a Mailbag, contact Mail Services at extension 5326. Provide the staff with the department location and the number of containers.

Generally, requests will be fulfilled the same day with advance notice.

15 Student Mail

If mailpieces are received by Mail Services, it is refused and sent back to the United States Postal Service for sortation. If you need further assistance, contact Mail Services at 530-898-5326.

If packages are received by RCVG, it is refused and the staff direct the carrier to deliver the shipment to the Whitney Hall Mailroom. If you need further assistance, contact Shipping & Receiving at 530-898-5115.
16 PRO Tips & Tricks

16.1 Using the Process Guide

After clicking on a hyperlink that takes you somewhere else in the document, use the Alt + Left Arrow to return to the original location.

Test it out: go to Overview
### Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Commercial Invoice</strong></td>
<td>A commercial invoice form is used for all shipments containing non-documents. The commercial invoice is the primary document used for importation control, valuation, and duty determination. This document identifies the products being shipped.</td>
</tr>
<tr>
<td><strong>DHL</strong></td>
<td>Is a small package express carrier which is a part of Deutsche Post DHL Group. The University uses DHL to ship international letters and packages.</td>
</tr>
<tr>
<td><strong>Dimensional Weight</strong></td>
<td>Also known as Dim Weight or volumetric weight, is a pricing technique for commercial freight transport (including courier and postal services), which uses an estimated weight that is calculated from the length, width and height of a package.</td>
</tr>
<tr>
<td><strong>LTL</strong></td>
<td>LTL; Less than truckload is a type of freight shipment</td>
</tr>
<tr>
<td><strong>Mailbag Code</strong></td>
<td>A Mailbag Code is a specific series of letters and numbers that refer to a university account that has been authorized for postage and shipping charges. Primarily, these mailbag codes may be broken into two different categories (State or Auxiliary) depending on the source of the funds.</td>
</tr>
<tr>
<td><strong>Pro Forma</strong></td>
<td>A document provided prior to or with a shipment of goods (as for export) that describes the items and terms of sale but does not have the function of a real invoice.</td>
</tr>
</tbody>
</table>