



POLICY NAME	Campus Post Office Student Use-Mail & Package Policy	POLICY NO.	BA476
APPROVING BODY	President/Cabinet	VERSION NO.	01
RESPONSIBLE DEPARTMENT	Business Affairs - Purchasing		
EFFECTIVE DATE	26-FEB-2019	REVIEW/REVISION DATE	12-SEP-2024

PURPOSE:

The Campus Post Office in conjunction with the United States Postal Services (USPS), mission is to provide the best possible service for Students, Faculty and Staff. The Campus Post Office provides universal mail USPS, UPS and FedEx services.

POLICY:

The Campus Post Office is centrally located in the Student Memorial Building first floor. Students will have the opportunity to purchase stamps, UPS and FedEx services.

HOURS:

The Campus Post Office hours of operation are Monday through Friday 8:00 am to 4:30 pm Monday through Friday. Students will have access to their mailbox and parcel locker system daily during normal building hours.

ASSIGNMENT OF CAMPUS POST OFFICE BOXES:

Only students residing in the WNMU Residence Hall qualify for a campus mailbox at no charge. Upon check-in, Housing staff or the Resident Advisor (RA) will fill out a form for each resident (student). JotForm’s are electronically shared with the Campus Post Office personnel, once this process is complete the student may see the Campus Post Office for mailbox assignments.

Mailboxes are issued per student and are not to be shared. Students will be issued one key per box. Upon leaving the University the student is responsible for returning the key to the Campus Post Office to avoid a lost key fee.

Department mailbox keys will be issued to a fulltime employee who has been designated by the appropriate Department Head. The employee will need to stop by the Campus Post Office to to be assigned a key. The key will be the full responsibility of the employee for the duration of their employment. Upon reassignment of duties or leaving the University the employee is responsible for returning the key to the Campus Post Office to avoid a lost key fee.

LOST KEY:

A student who has lost their issued mailbox key should notify the Campus Post Office immediately to uphold security. Upon notice, the lock will be changed and a \$30 fee will be charged to the student.

An employee who has lost a department key should notify the Campus Post Office immediately, to uphold security, upon notice, the lock will be changed and the employee will be personally responsible for reimbursing the cost of replacement of \$50.

CAMPUS AND OUTGOING MAIL:

Campus and Outgoing mail may be dropped off at either of the two mail slots located in the Post Office. Post Office personnel will sort mail, separate, and put inter campus mail in the appropriate department boxes. Outgoing departmental mail should be in department specific envelopes or labeled with the department name, internal mail charges are determined by the labeling provided with outgoing mail. Stamped mail will be put in a mail bin and taken to the Post Office at the end of day.

All outgoing mail delivered to the Campus Post Office before 3:00 PM will be sorted and delivered to the Silver City Post Office by 3:30 PM. Any mail delivered to the Campus Post Office after the 3:00 PM deadline will be sorted and delivered to the Silver City Post Office the next business day.

PERSONAL MAIL/PACKAGES:

University Postal receiving services (i.e. USPS, UPS, FedEx deliveries) are to be utilized for university business only. We understand that employees cannot always be home to receive their packages. However, University Post Office personnel shall not be liable for personal packages, as such all personal mail should be delivered to the employee's personal home address and not the university.

Please make alternative delivery arrangements to have the package(s) held for pick up, provide an alternative family address, or making arrangements with local carriers.

PACKAGES:

Packages are received Monday through Friday (times vary per carrier):

USPS 9:30 am – Sorted and in the appropriate mail box by 10:30 am

UPS 12-1:30 pm

FedEx Ground/ FedEx 1:30-2:00 pm

Packages are sorted daily, delivered to each department based on one centralized location per department. Post Office personnel should not be expected to unpack, stock, move or organize packages. Delivery of packages over 50 pounds will be coordinated with Facilities.

Student packages will be sorted and stored in the parcel locker system, an email and text message will be sent to the students WNMU email and cell phone number on file. The email and text message will contain the code needed to retrieve their package from the parcel lockers. Large packages that will not fit in the parcel lockers will be kept in the Campus Post Office and a mail slip will be put in the student's mailbox. The student will need to retrieve the mail slip and present it to Campus Post Office personnel to pick their package.

DAMAGED PACKAGES:

Packages received with visible damage will be noted as such and delivered to the appropriate department. The department will be responsible for coordinating with the vendor to obtain a Return Merchandise Authorization (RMA), credit and replacement order.

HOLIDAY HOURS:

Once determined, Holiday hours and instructions will be emailed to the Student's WNMU email, Faculty and Staff lists.