



HSC OP: 57.01, **Mail, Printing, Copying, and Document Services**

PURPOSE: The purpose of this Health Sciences Center Operating Policy and Procedure (HSC OP) is to set forth policies and procedures of the services. Terms in this document reflect all campuses; variances that affect the Abilene, Amarillo, Dallas, Lubbock and Odessa campuses are listed individually within the policy.

REVIEW: This HSC OP will be reviewed on February 1 of each odd-numbered year (ONY) by the Director of General Services Lubbock in coordination with Campus Business Operations Officers (CBOO), with recommendations for revisions forwarded through administrative channels to the Executive Vice President for Finance and Operations by March 1.

POLICY/PROCEDURE:

1. Mail Services.

- A. **Authorization.** The United States Postal Service (USPS) responsibility ends with completion of delivery to the authorized agent, Texas Tech University Health Sciences Center (TTUHSC) Mail Services. Mail Services is responsible for processing official state outgoing mail by applying the appropriate amount of postage. The rental, purchase, or use of postage equipment or software technology for the affixing of postage is restricted to the responsibility of Mail Services at each campus. Mail Services is the only department authorized to function as permit holder and signature authority for first class, marketing (standard or bulk) mail, and business reply permits. Departments are encouraged to review [HSC OP 61.01, Use of TTUHSC Facilities, Equipment, Supplies, and Services for Private Purposes Prohibited](#), Section 6 Office Supplies, which addresses departmental purchases and use of stamps.
- B. **Use of provided services.** It is the policy of TTUHSC to support internal operations. Departments at all campuses are required to contact mailservice@ttuhsc.edu prior to issuing any solicitation or entering into any agreement with an outside entity for postage or mail preparation services such as folding, inserting, and labeling. More information on available services: <https://www.ttuhsc.edu/general-services/mail/>.
- C. **Campus Mail.** The campus inter-office mail system is a restricted state service. It is not available for the personal use or private gain by non-university groups for the advertisement of non-university sponsored programs. An officer or employee may not knowingly use or authorize the use of the internal mail system for the distribution of political advertising. Any violation of this law (Election Code, Sec. 255.0031) is an offense (Class A misdemeanor).
- D. **Outgoing Mail.** Use of university postage for personal reasons or by non-official entities is prohibited. TTUHSC must ensure that all mail submitted for dispatch is of an official nature. Therefore, all mail requiring postage and not bearing a valid official university return address will be returned to the sender for correction. Mail Services may return mail to the department with an inadequate mail preparation form notifying the department of corrective action to be taken regarding incorrect preparation. Mail Services will not be responsible for inaccurate postage applied to mail due to improper preparation.

- E. **International Mail.** For outgoing international mail, contact Mail Services for current USPS regulations and customs information. USPS customs forms must be completed online: <https://cns.usps.com/cfo-web/labelInformation.shtml>.
- F. **Hazardous Materials/Dangerous Goods (HM/DG) Shipments.** Departments and individuals wanting to mail/transport HM/DG are affected by HM/DG regulations. **Training is required to legally package and ship any HM/DG.** Departments and individuals are encouraged to review [HSC OP 75.13](#), Shipment of Hazardous and Infectious Materials, and contact Safety Services before preparing any HM/DG for transportation.
- G. **Non-Deliverable Mail.** The department head responsible for mail services, or designee, is authorized to open and distribute, or return unidentified or otherwise non-deliverable mail. Unidentified mail is mail that does not have **any** of the following information in the addressee line *or* the information is not valid:
- STOP (for Lubbock only),
 - Department Name,
 - Or Intended Recipient's Name,
- Unidentified mail that is marked "Personal" and/or "Confidential", or the intended recipient is unknown, will be returned unopened to the sender.
- H. **Forwarding First-Class Mail.** The department is responsible for forwarding non-departmental business mail to former employees. First class and periodical mail may be forwarded; bulk mail may only be forwarded if it bears a USPS-approved move update endorsement. All other mail is considered undeliverable by the USPS and may be disposed of as waste. If the mail has been opened, the USPS will require additional postage for

All charges will be totaled periodically and billed via the FiTS System, Gateway, or other system that interacts with Banner.

NOTE: If a department fails to provide a valid FOP and multiple attempts to contact the department are required, a \$10.00 research fee per item will be assessed for failure to comply.