



Mail Room Procedures

Delgado Mail Room Services
City Park Campus
Building 22, Room 131
615 City Park Avenue
New Orleans, LA 70119-4399
(504) 671-5460

1. General Guidelines

- A. Delgado Mail Room Services are open for business each day the College is open and observes all College closures and holidays. The hours of operation are Monday through Friday 7 a.m. until 3 p.m.*
- B. Mail boxes are assigned to each department. For those departments that are not part of the delivery and pick up schedule, the head of each department designates a responsible employee to pick up and deliver all mail to Mail Room Services. The person so designated will also be responsible for signing for the department's registered, certified and or other accountable mail addressed to the College.

2. Incoming Mail Procedures

- A. Incoming mail from the USPS is sorted and ready for the departments to pick up by 11 a.m.* each day with the exception of Mondays and the day after a College closure or holiday. Depending on the volume of mail received on Mondays and the days following College closures and holidays, mail is generally ready by 12 noon*; however, it is recommended for departments to call to ensure all mail has been sorted for that business day.
- B. For mail with special tracking instructions (i.e., Express, Certified Return Receipt or Delivery Confirmation), these items must be signed for by the individual designated to pick up the department's mail.

3. Outgoing Mail Procedures

- A. During hours of operation, all outgoing mail delivered to the Mail Room is to be placed on the processing table located inside the Mail Room. After regular Mail Room Services' hours, two mail slots located in the lobby are available for USPS and Inter-Departmental Campus Mail. The Top slot is clearly marked Campus Mail/Inter-Department Mail, and the Bottom slot is clearly marked for USPS Mail requiring postage or already stamped.

* = *subject to change*

(For use in accordance with [AD-001 Mail Room Services Policy](#))

- B. The College has arrangements with the USPS Main Office, located on Loyola Avenue, to pick up all of the college outgoing mail each day Monday through Friday. In order for outgoing mail to be processed and available for the USPS Main Office pick up, all mail must be in the Mail room by 10 a.m. each day. After 10 a.m., outgoing mail will be processed and metered for the next business day, unless otherwise indicated.
- C. All outgoing mail delivered by departments to the Mail Room must be mail ready. Inter-Departmental Campus Mail and USPS Mail must be separated.
- D. All outgoing USPS mail must carry the name and department of the sender in an authorized College envelope.
- E. For Inter-Departmental Campus Mail, when possible, Inter-Department envelopes are to be used. If a regular Delgado envelope is used, the complete mailing address of the recipient must NOT be used; the envelope MUST include only the recipient's name, department, building and room number and must be clearly and boldly marked as "CAMPUS MAIL." Following these requirements ensures the mail is not mistaken for USPS mail.
- F. All outgoing USPS mail requiring postage MUST meet all USPS mail standards. USPS mail standards are available at www.usps.com; Mail Room Services staff are also available to provide information and instructions for mailing as needed.
- G. Permit Bulk Mailings are available on an as-needed basis and require the approval of the Executive Director of Public Relations and Marketing. The College has two types of Permit Bulk Mailing accounts:
 - 1. *Non-Profit Organization U.S. Postage Paid*, New Orleans, LA Permit No. 522.
 - 2. *Business Reply Mail First-Class Mail*, New Orleans, LA Permit No. 5442
Postage will be paid by Addressee (NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES)

Departments using these accounts must use their budgeted funds to pay for bulk permit mailings. Delgado Mail Room Services is only responsible for keeping these accounts active and accounting fees paid once a year.

Approved 9/29/10