



AUXILIARY ENTERPRISES- POSTAL SERVICES PROCEDURAL GUIDE

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IMPORTANT: This guideline is not all-inclusive, nor does it address every situation that may arise. Its sole purpose is to guide management and to provide reasonable assurance in the following categories:

- Effectiveness and efficiency of operations
- Reliability of financial reporting
- Compliance with the Mississippi Board of Trustees of State Institutions of Higher Learning (IHL) and the University's policies and procedures
- Compliance with applicable state and federal laws and regulations, and
- Safeguarding the University's assets and resources.

The Auxiliary Enterprises | Contractual Services homepage is located at <http://www.jsums.edu/auxiliary/>, where you will find important Auxiliary Enterprises | Contractual Services information, answers to common questions, directions to the office and staff contact information. All correspondence may be mailed to the following address:

Jacksons State University
Auxiliary Enterprises | Contractual Services
P.O Box 18029
Jackson, MS 39217

Auxiliary Enterprises | Department of Contractual Services' (DCS) mission is to provide the students, faculty, and staff with a comprehensive system of services, programs, and activities designed to satisfy customer expectations, enhance campus living through contracted venues, while in support of the University's overall academic mission.

Jackson State University may amend this document without notice. It is intended to provide guidance regarding the administration at Jackson State University in accordance with State and Federal laws and does not give rise to any contractual rights. Should there be a conflict between the content of these guidelines and state or federal statute, the statute shall subjugate, having full precedence.

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DEFINITIONS

OBJECTIVE STATEMENT

The objective of this policy is to delineate the policies and procedures for and through the management of JSU Postal Services/Tiger Mail and its effective, successful operation.

PURPOSE

Jackson State University Postal Services is committed to providing customer service in a caring and welcoming atmosphere. We aim to provide professional, knowledgeable and technical support to assist the departments, faculty, staff, and students with all of their mailing and shipping needs.

ADHERENCE

All are expected to adhere to these guidelines. Willful disregard of this shall be considered non-compliance and may result in a formal reprimand up to and including termination.

Mission

JSU Postal Services/Tiger Mail mission is to provide the campus with a quality receiving, sorting and distributing experience that ultimately and consistently exceeds customer expectations.

Administrator(s) of This Policy

Jackson State University Auxiliary Enterprises has set forth policies and procedures as a guide to provide the best practices for the JSU Postal Services/Tiger Mail. These policies and procedures shall be followed as prescribed to embrace full compliance of this policy. The Administrators and Custodians of this policy must be diligent in implementing these policies and procedures as well as the operation of JSU Postal Services/Tiger Mail. Failure to comply with these policies and procedures, partially or in whole, will result in disciplinary action and/or immediate termination.

Governing Entities

JSU Postal Services/Tiger Mail operation shall be governed by the JSU Staff Handbook, Department of Human Resources and Department of Financial Services Cash Handling guidelines.

POLICIES AND PROCEDURES – GENERAL INFORMATION

Location

JSU Postal Services/Tiger Mail is located at 1400 John R. Lynch Street on the main campus in the Jackson State University Reddix Hall. The phone number is (601) 979-2051.

Hours of Operation

The hours of operation are Monday through Friday, 8:00 am – 5:00 pm and closed on Saturdays and Sundays. Occasionally employees may be asked to work a flexible schedule and work on Saturdays and Sundays and official University observed the holiday.

Alarm, Code, Locks, and Keys

All alarm codes, locks, and keys are assigned to the manager and any full-time staff. An extra key is housed in the Auxiliary Enterprises administrative office. All user names and passwords are unique to each user.

Opening the Store

Assistant Manager, Mail Service Associate, Mail Clerk or a designee is responsible for opening the Mail Services each day. It is recommended that two employees are present at the open of business and security measures are followed, where possible. The following are Store Opening procedures:

- The staff should report to work at least fifteen (15) minutes prior to opening to allow enough time to prepare for the start of the day.
- Walk the floor to inspect housekeeping.
- Turn on the computer and log in.

Closing the Store

Assistant Manager, Mail Service Associate, Mail Clerk or a designee is responsible for closing Mail Services each evening. It is recommended that two employees are present at the close of business and security measures are followed, where possible. The following are Store Closing procedures:

- The staff should prepare for closing at least fifteen (15) minutes prior to closing to allow enough time to prepare for remaining customers to exit and to end the day.
- Once the last customer has left the store (at or near 5:00 pm), the Assistant Manager, Mail Service Associate, Mail Clerk or a designee Coordinator must lock all doors. Walk the floor to inspect housekeeping.
- Log-off and turn off computers, as needed.
- Set the alarm and exit store.

Donation Request(s)

JSU Postal Services/Tiger Mail will not be able to honor any donation request, with the exception of the Office of the President.

Code of Conduct

It is the policy of the University to conduct itself with the highest degree of integrity and honesty in all of its interactions. Each staff member, student, faculty member, and the administrative employee must be bound by this common duty in the pursuit of his or her individual responsibility to the educational objectives of the University.

Complaints/Concerns

Auxiliary Enterprises and JSU Postal Services/Tiger Mail staff shall take all complaints and/or concerns seriously. All complaints or concerns received verbally or in writing will be addressed immediately with the staff and the customer. No complaint will go unresolved. It is our greatest intent to make sure each customer has a great experience.

Complaints

Businesses providing products and services are constantly and continually perceived by customers. Inevitably there will be the odd few complaints now and again. When dealing with complaints, the first thing to bear in mind is that the customer is generally unhappy with a specific product or service and a problem that has arisen about either of these things. In other words, they are not usually complaining about you so don't take it personally. Ultimately, the aim is to rectify the complaint to the customer's satisfaction as much as possible. You should leave the customer feeling as though you dealt with the problem professionally in order that they will visit your retail store again.

Housekeeping

Cleanliness is an important part of service. Customers want their experiences to be in a clean, well-lit location so they have confidence that the merchandise purchased or services provided are of good quality. Dirt and trash have no place in a customer-centered environment. Each employee is responsible for keeping the work area clean and neat. Always remember, housekeeping is an ongoing responsibility of everyone.

All countertops, display cases, and tables must be free from any paper, trash, etc. at the throughout each workday. All demo computers, laptops, etc. must be sanitized at the end of the day. It is the responsibility of the Assistant Manager, Mail Service Associate, Mail Clerk or a designee to ensure that all debris is removed daily.

Loitering

Loitering in or around the JSU Postal Services/Tiger Mail is strictly prohibited. This applies to any students, faculty, staff and/or visitors that are not conducting business.

Emergency Guidelines

JSU Postal Services/Tiger Mail staff and customers must follow the established emergency guideline set by the University.

Fire and other Potential Hazard

Employees are to ensure all customers have exited the store before locking the doors and move away from the building as directed in the Jackson State University Emergency Operation Guide. Please review the Jackson State University Emergency Guidelines when responding to the following: suspicious mail or packages, demonstrations, and disorders, bomb threats, violence-hostage-individual with a weapon, earthquakes, tornado, hurricane, etc. Please notify campus police at 601-979-2580, and then notify your supervisor immediately.

POLICIES AND PROCEDURES – EMPLOYEE INFORMATION

Professionalism

All employees must remain professional at all times while assisting customers. Any reported unprofessionalism will be cause for reprimand and up to immediate termination.

On-Time for Work

The JSU Postal Services/Tiger Mail Mailroom and Service Window must open and close on time each day. It is imperative that the staff is in place and ready to work at the opening time, 8:00 am for the Mailroom and 9:00 am for the Service Window.

Clock in-Clock out

It is the responsibility of each employee to ensure that an individual daily log-in sheet is available for nonexempt employees. See the JSU Human Resources guidelines. All part-time assistant(s), work study, and/or work aid students must use the JSU PAWS system to clock in and clock out.

Phone Calls

All calls received in JSU Postal Services/Tiger Mail must be greeted as “good morning or good afternoon, thank you for calling JSU Mail Services or Tiger Mail, this is _____ (employee’s name), how may I help you?”

Personal Phone Calls

We know from time to time, employees (full and part-time) will receive personal calls or text messages via their personal devices. These devices can easily distract an employee from his or her work. If a personal call is taken during store hours, the employee (full or part-time) must end the call as quickly as possible.

Front Counter Etiquette

It is the responsibility of the Assistant Manager, Mail Service Associate, Mail Clerk or a designee to ensure that the front counter is free from personal items, foods, sodas, cell phones, purses, clothing, etc. This counter must remain clean at all times, while open or closed.

Customers should not be allowed behind the counter. In addition, all doors leading to the Mailroom area should remain closed and locked at all times during hours of operation.

Employee Dress Code

Uniform shirts or University appropriate attire is to be worn during business hours with navy blue, black or khaki pants. Open toe shoes are not permitted. It is the responsibility of the employees to maintain his or her uniforms. This includes washing, ironing, stain-free, etc.

Student Employees (Where Appropriate)

Student employees are prohibited from the use of all point of sale (cash registers), with exception when permission has been granted by the Director or Assistant Manager. Students are not allowed to handle any cash, cards, etc. transactions without permission from the Coordinator or the Director. It is strongly encouraged that all transactions made are by the Coordinator and/or a full-time staff member of the University.

Employee Scheduling

It is the responsibility of the Assistant Manager to schedule appropriate employee and student staffing on a weekly/monthly basis.

Employee Injury Procedures

JSU Postal Services/Tiger Mail will follow the prescribed JSU Staff Handbook.

POLICIES AND PROCEDURES – MARKETING

Marketing and Promotions

All marketing and promotions should be presented to the Auxiliary Enterprises Executive Director or Designee who will consult with appropriate entities for approval.

POLICY AND PROCEDURES – SALES AND REPORTING

Business and Finance Monthly Reports showing a profit or loss are prepared by the Director/Manager for distribution to Auxiliary Enterprises accounting staff.

Ordering and Restocking Procedures

All orders and restocking for Mail Services supplies must be processed by requisitions in PAWS. These purchases will be issued a Purchase Order number.

Requisitions should be entered like all other requisitions (even when placing a special Item order).

POLICIES AND PROCEDURES – MAIL

Jackson State University Postal Services/Tiger Mail is responsible for the delivery and collection of all United States Postal Service (USPS) and intra-campus mail to the JSU Campus faculty and staff. Postal Services/Tiger Mail is also responsible for the mail for students residing in University Housing who are assigned a Student Mail Box. All campus mailboxes are located on the 1st floor of Jacob L. Reddix Hall Campus Union. Inclusive is the receipt and distribution of students parcels. JSU Postal Services/Tiger Mail also meters and processes outgoing official University business mail for the main campus and the satellite locations. JSU Postal Services/Tiger Mail is the central receiving, sorting and distribution point for all student mail and parcels.

Procedures

Mail Pickup

Mail carriers pick up mail Monday through Friday from all authorized campus departments and satellite locations. All mail should be bundled and separated into the following categories for pick-up by JSU Postal Services/Tiger Mail:

- a. Inter-Departmental
- b. Stamped
- c. Mail to be metered (Meter Mail Requisition required)
- d. Intra-Campus

Mail Processing (USPS)

- a. JSU Postal Services/Tiger Mail is responsible for affixing postage to all outgoing JSU official business mail to be sent via the USPS. The amount of postage affixed will be charged back to the departmental accounts.
- b. All official mail to be metered must be accompanied by a Meter Mail Requisition. This form requires the department's name, account/fund number (bar code), piece count, and signature of the person authorized to prepare mail for pick up. The form is available electronically on the JSU website.
- c. All official mail to be metered must have a University department return address and the correct zip code, which is 39217.
- d. It is the department's responsibility to complete the appropriate special mailing forms for each piece of mail to be sent certified, insured, registered, delivery confirmation, or Express mail. Customs declaration forms are required on most international parcels. Special service forms are available by calling Postal Services/Tiger Mail at 979-2051.
- e. All mail received by 3:00 p.m. will be processed for pick up by the USPS. Mail received after 3:00 p.m. will be processed for pick up at 8:00 a.m. the following business day. Mail received on Friday will be processed for pick up on Monday.
- f. For all outgoing mailings of 500 pieces or more, Mail Services (Tiger Mail) requires a three-day prior notice by calling 979-2051.
- g. Any outgoing mail picked up from a department deemed to be personal mail will be returned to the department head for review and application of proper postage.

Mail Delivery

Delivery Schedule- The USPS mail is delivered to Postal Services/Tiger Mail

- a. Monday through Friday between 8:00 a.m. and 9:00 a.m., the exception being that of holidays observed by the University.
- b. Upon arrival, mail is sorted to the respective delivery route. Morning deliveries begin at 8:30 a.m. and end by noon each business day. Afternoon deliveries begin at 1:30 p.m. and generally end by 4:00 p.m. Outgoing mail is picked up from authorized designated points by JSU Postal Services/Tiger Mail Carriers, while they are delivering to their assigned route.
- c. Special Service mail - is received from the USPS around 8:00 a.m. daily and delivered each day with the regular mail. All insured, delivery confirmation, registered, certified and express mail must be signed for at the time of delivery. Unless "Restricted," this mail may be signed for by someone other than the addressee.

Campus Mail Distribution

- a. Mailings to Departments - For Campus-wide mailings, the mail should be bundled with rubber bands, and addressed to the department's mailbox number.
- b. Mailings to Faculty and Staff - must be separated and bundled by department name, and addressed to the department's mailbox number.
- c. Mailings to Students - Departmental mailings to students must be addressed to the assigned student mailbox number before sending to Mail Services (Tiger Mail) for distribution. Each piece of mail addressed to student boxes must be of uniform size (8.5" x 11" paper, tri-folded) and/or placed in a #10 business envelope.
- d. Return address – All USPS and campus mail must have a complete return address on the outside of each piece of correspondence. A complete return address should include a name, street address, mailbox number, city, state, and zip code.
- e. University Intra-campus Mail System - cannot be used by faculty, staff and students, JSU Student Organizations, outside businesses or organizations for advertising, campaign notices, and solicitations or for any purpose that is not determined to be for official University business. Only letters of bona fide registered Student or Faculty organizations relating to official University business may be accepted into the JSU-Jackson State internal mail system. There will be no University Postal Service mailing list available. Chain letters of any type are prohibited in the University mail system.

Distribution of Personal U.S. Mail to Departments

1. It shall be the decision of each vice-president, dean, director or Department head to establish a policy concerning personal mail received at the department for individual faculty, staff, undergraduate or graduate students who reside off campus.
2. Mail sent to a business address is construed as official business mail and may be opened by the department. The USPS discourages personal mail being sent to a business address and the following policies apply:
3. Mail Services (Tiger Mail) will not forward mail addressed to an individual at any JSU department as they will not assume the responsibility of possibly forwarding JSU business mail;

It is the department's responsibility to forward mail for whatever time designated by the department when an individual leaves the University. If no forwarding address is provided, mail should be marked "**RETURN TO SENDER - NO LONGER AT JSU**"; When a department member leaves the University, any mail addressed to that individual at the department may be construed as business mail and may be opened by the department.

Student Mail Service

- a. Campus Mailbox Assignments – Campus mailboxes are assigned after the student has received a University Housing assignment and has completed registration, usually indicated by possession of an official Jackson State University Student
- b. Identification Card. The student must bring both to Mail Services (Tiger Mail) to receive their mailbox number assignment. The student mailbox fee is available at \$38.00 per semester and \$10.00 for the entire summer.
- c. Key Boxes – Key Boxes are available on a first-come, first served basis. A key deposit is not required. However, there is a \$50 charge for all replacement keys. This fee is also charged for keys that are not turned in when a mailbox is closed either by the box holder or Mail Services (Tiger Mail).

Forwarding of Student Mail

1. Mail Services (Tiger Mail) will not forward mail. Students are urged to plan accordingly and have their addresses changed prior to temporary or permanent departure from the university.
2. Student mail will not be forwarded to a campus department, another student's, or registered JSU organization's campus office box.
3. University Mailing Addresses:

Departments: Addressee Name	Students: Addressee Name
Department Name	1400 J. R. Lynch St.
JSU Box #####	JSU Box #####
Jackson, MS 39217	Jackson, MS 39217

Organizational Mail

- a. Student Organization Mailboxes – These boxes are assigned by JSU Mail Services (Tiger Mail) and will be issued to the President of the organization or the advisor.
 - b. Campus Distribution of Organizational Mail
1. Registered JSU student organizations are not charged for the distribution of official University-related business letters/flyers to student mailboxes in accordance with the JSU solicitation policy. All information to be distributed must be approved by the Office of Student Organizations.
 2. Distributions to selected students must be addressed to the student and include their mailbox number.
 3. Material for distribution must be on 8.5" x 11" paper, tri-folded, or on 8.5" x 14" paper, folded, to be inserted into boxes. A return address with the organization name and box number must be stamped/printed in the upper left-hand corner on the outside of letter/flyer.
 4. Arrangements must be made with the JSU Postal Services/Tiger Mail at least two working days prior to the desired distribution date. The material will not be accepted for campus distribution the first week of any new term or following any break in student mail service.

5. Political campaign material (student, city, county, state or national) or material that solicits for any off-campus business is not permitted for distribution without proper postage affixed to each piece.

Services

7. Mail Service Window (Jacob L. Reddix Hall) Mail services are offered from this location. Hours of operation are Monday – Friday, 9:00 a.m. – 5:00 p.m., with the exception of University holidays. The central location has 4,000 mailboxes. Transactions requiring payment of any kind are not processed at this location. Students, staff, and faculty may purchase stamps, send mail and ship parcels, from the campus-based The UPS Store located inside the Jackson State University Student Center.

8. Satellite Mail Service – JSU Postal Services/Tiger Mail provides the mail delivery service between the main campus and the other University campuses. All mail should be addressed to the addressee, the department name, and include the mailbox number.

9. Inter-Agency Mail Service - Mail addressed to offices in the IHL Complex or to other JSU locations may be sent via inter-agency mail service. Mail should be clearly marked “INTER-AGENCY,” separated and banded together. This mail is picked up from the University Postal Service by Mail Service once daily at approximately 11:30 a.m.

10. JSU Mail Services Chargeback Procedure for Meter Mail Services:

- a. Department, Office, or Grant Program (Campus Entity) provides mail to be metered to JSU Mail Services (Tiger Mail);
- b. Campus entities must provide a signed Meter Mail Requisition form when mail is picked up or delivered for processing;
- c. Postage Meter keeps track of each campus entity’s meter mail purchase for monthly and ad-hoc reporting;
- d. Copies of each meter mail requisition form are also kept on file either electronically or on paper within JSU Mail Services;
By the 15th of the following month, a spreadsheet is prepared with all previous months’ department meter mail usage charges;
- e. Spreadsheet and cover letter is provided to JSU Financial Services to deduct costs for services from specified JSU campus entity’s accounts;
- f. The cover letter specifies the account to deposit deducted funds into;
- g. Deducted funds are transferred to JSU Postal/Mail Services Miscellaneous Income account by JSU Financial Services;
- h. Funds are transferred to an expense account using a Designated Fund Allocation form;

11. JSU Mail Services Chargeback Procedure:

- a. Department, Office, or Grant Program (Campus Entity) sends packages utilizing

UPS Campus Ship;

- a. UPS Campus Ship keeps track of each campus entity’s shipping for monthly and ad hoc reporting;
- b. By the 15th of the following month, invoices are downloaded from UPS Campus Ship website;
- c. A spreadsheet is prepared with all previous months’ department shipping charges;
- d. Spreadsheet and cover letter is provided to JSU Financial Services to deduct costs for services from specified JSU campus entity’s account;
The cover letter specifies the account to deposit deducted funds into;
- e. Deducted funds are transferred to JSU Postal/Mail Services Miscellaneous Income account by JSU Financial Services;
- f. Funds are transferred to an expense account using a Designated Fund Allocation form;

12. JSU Mail Services Chargeback Procedure for 3rd Party Mail Services Providers:

- a. Department, Office, or Campus Entity provides mail to be metered by 3rd Party Mail Services Provider;
- b. Campus entities must provide a signed Meter Mail Requisition form when mail is picked up or delivered for processing;

- c. JSU Postal/Mail Services Provider maintains a record of each campus entity's meter mail purchases for monthly and ad hoc reporting;
 - d. Copies of each entity's invoice are forwarded to JSU Postal/Mail Services contact to be file either electronically or on paper within JSU Mail Services;
 - e. By the 15th of the following month, a spreadsheet is prepared with all previous months' department usage charges;
 - f. Spreadsheet and cover letter is provided to JSU Financial Services to deduct costs for services from specified JSU campus entity's account;
 - g. The cover letter specifies the account to deposit deducted funds into;
 - h. Deducted funds are transferred to JSU Postal/Mail Services Miscellaneous Income account by JSU Financial Services;
 - i. Funds are transferred to an expense account using a Designated Fund Allocation form.
13. JSU Mail Services Procedures for Student Mailbox Fees:
- a. Occupancy reports are obtained from Student Accounts or Housing based on University specified a closing date;
 - b. An invoice and cover letter is prepared for total student mailbox fee assessments and submitted to Financial Services for payment;
 - c. Financial Services deposits student mailbox fees according to instruction listed on cover letter;
 - d. Deducted funds are transferred to JSU Postal/Mail Services Miscellaneous Income account by JSU Financial Services;
 - e. Funds are transferred to an expense account using a Designated Fund Allocation form.