

# Mail Services

## Policy

### **Business Reply Mail**

The University maintains a business reply mail account at the Hayward Post Office. Business reply mail facilitates correspondence back to the University without the sender having to pay postage. The Post office has very strict guidelines regarding the design of business reply mail materials. Prior to printing business reply mail envelopes or postcards, the particular department must verify that bar-code, permit number and all other requirements are met. Envelope markings are exclusive to CSUEB and they should not be altered or printed without prior approval. Incorrect design of this type of mail will result in higher fees, significant delays in mail returns and the possibility of mail being routed to the post office's dead letter file.

### **Note:**

**2-Day Priority Mail**

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## **International Mail**

Sending mail outside the United States is rarely as easy as placing a stamp on an envelope and placing it in the mailbox. The United States Postal Service (USPS) has rules for international mail universal to all carriers for letters and packages going to international destinations, which include customs declarations and weight restrictions

### **Customs**

You must declare the value and contents of a package mailed to another country. Your local post office will help you fill out the correct customs form. The USPS requires all priority mail international packages, regardless of weight or the value of the contents, to have a customs form attached. The mailer must know which items are subject to customs duty.

The USPS states a customs form is not required on priority mail international flat [rate](#) envelopes and duty-free first class packages that weigh less than 16 oz. Most express mail international (EMI) shipments that weigh less than 16 oz. and only contain documents do not need a customs form.

### **Addressing**

To address envelopes or packages to international destinations, write the full address in English with uppercase Roman letters and Arabic numerals. You should write the name of the recipient on the first line, the street address or post office box number on the second line and the name of the city and province, state and/or county and zip/postal code on the third line. The fourth line should have the full name of the country in English. The USPS prefers addresses with no more than five lines.

### **Packaging**

The USPS states the sender is responsible for addressing packages or envelopes and placing them in strong [packaging](#) material. It recommends considering the types of materials and how far their destination is when packaging items to mail. In addition, it is a mailer's responsibility to make sure the item sent complies with international, domestic and a country's rules regarding what may be mailed.

**Note:** We currently use United Parcel Services as the preferred courier of international mail.

## **Affiliated Organizations**