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 Vice President and Chief Financial Officer by March 1.

POLICY/PROCEDURE:

1. **Mail Services.** 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 are provided for official state business only. 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. The use of university funds for personal mail is strictly prohibited. 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.

   A. **Departmental Delivery and Pick-up.** Mail Services Lubbock will provide scheduled delivery/pick-ups to one location per STOP number. The departments are then responsible for internal distribution of the mail. The departments are also responsible for providing suitable mail-in and mail-out baskets. Mail Services must approve the delivery/pick-up basket location. USPS delivers direct to most off-site locations. Each campus mail service is to control distribution of mail in a similar manner.

   B. **Mail Stops - Lubbock.** Requests to discontinue a mail STOP or change a delivery location may be accomplished through a memorandum to the Manager of Mail Services, STOP 9415. To establish a new mail STOP, please email a New STOP Request Form (https://www.ttuhsc.edu/general-services/documents/STOPNumberRequest.pdf) to MailServices@ttuhsc.edu and include a list of employees being relocated to new STOP. After review, if approved, the department/activity will be notified of the four-digit number assigned as well as pertinent delivery information.

   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.** For outgoing mail requiring postage, the FOP must be legibly written, typed, or printed in the upper left corner of the envelope or parcel, or the item will be returned to the sender. In Abilene, outgoing mail should contain the assigned department code in Lieu of a FOP. Only the top envelope of a secured bundle requires a visible FOP. Contact Mail Services for additional information on USPS Guidelines, including services such as certified, return receipt and/or insurance. In Lubbock, Department name and STOP
must be on all receipts that will be returned with a round date from the USPS. Use of university postage for personal reasons or by non-official entities is prohibited. TTUHSC must ensure that all mail being 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.

As per HSC OP 50.17, the mail service at each campus is responsible for establishing and maintaining rates, fees, and/or handling charges to cover business expenses on service department funds.

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/labellInformation.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 is forwardable; bulk mail is forwardable only 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 forwarding. The addressee’s department will be charged for the expense.

I. **Ownership of Mail / Opening of Mail by Departments.** The ownership of mail addressed to this institution or to an individual by name or title at the address of this institution rests with TTUHSC. The legal obligation of the USPS ends with mail delivery to the address on the mail piece. TTUHSC Mail Services is restricted for official state business use; therefore, personal mail should not be directed to this institution. Mail Services will not separate the mail for an individual in lieu of delivery to the appropriate department. Once mail is received by a department, the department is responsible for the delivery and/or opening of mail. The department chairperson or department head may decide proper procedures for handling incoming mail within their department. It is recommended that items marked "personal" and/or "confidential" be forwarded to the addressee unopened.

The United States Postal Service Domestic Mail Manual, regulation 508.1.5.1 states, "If disagreement arises where any such mail should be delivered, it must be delivered under the order of the organization’s president or equivalent official." The TTUHSC
President or the appropriate TTUHSC Vice President or Dean shall have the authority to designate a change in delivery destination by memorandum to the Director of General Services.

J. **Postage Due Mail.** It is the policy of TTUHSC to accept postage due charges on mail with insufficient postage. The appropriate departmental FOP will be charged.

K. **Business Reply Mail.** Lubbock Mail Services has access to a business reply permit for TTUHSC activities requiring the use of this type of postage. Improperly designed business reply mail incurs higher postage rates. Proper templates may be obtained through the Lubbock HSC Printing Center.

L. **Permit Imprint Mailings.** TTUHSC–Lubbock is authorized by USPS to mail non-profit, first-class or marketing mail utilizing permit #68 as follows:

- Before using an existing printed piece, the Mail Service must check for compliance with USPS regulations, authorize use of the permit and confirm that the Permit 68 funds balance is adequate for the cost of the mailing.
- During the design of a new printed piece, departments must supply a final draft of the mailing before production begins. Mail Services will check the mailing for compliance with USPS regulations. If the piece meets eligibility requirements, the Mail Service will authorize use of the permit; if not, suggestions will be made for compliance or information about correct mailing rates will be given.
- If a department uses Permit 68 for a mailing and does not use TTUHSC services for printing and/or addressing services, a permit use fee will be charged if not pre-qualified before submission for mailing.
- An authorization to mail at the Nonprofit Marketing (Standard) Mail rates is a privilege reserved by law to authorized organizations. Civil and criminal penalties apply to false, fictitious or fraudulent statements made in connection with a Nonprofit Marketing Mail mailing. An authorized organization must make sure that only its own matter is mailed under its Nonprofit Marketing Mail authorization.
- Each regional campus mail service is to control USPS Permits in a similar manner.

M. **Overnight Courier Services.**

**Abilene.**
Lone Star Overnight (LSO) pickups occur daily. It is the department’s responsibility to use their own LSO account and to prepare the required shipping labels. Mail services will pick up outgoing LSO packages each afternoon and take to receiving area for daily scheduled pickup.

Departments utilizing United Parcel Service (UPS) or Federal Express (FedEx) are responsible for contacting and making arrangements for pickup. Mail services will pick up properly prepared shipments and take them to the receiving area for pickup upon request.

**Amarillo and Dallas.**
Overnight courier service is not provided by the Mail Room. Departments utilizing overnight courier services are responsible for contacting and making arrangements for pick up from Lone Star Overnight (LSO), United Parcel Service (UPS), and Federal Express (FedEx) accordingly within policy guidelines.

**Lubbock.**
Lone Star Overnight (LSO), Federal Express (FedEx) and USPS Express Mail are the overnight courier services. Mail Services is the central processing agent for the overnight courier service. Please refer to https://www.ttuhsc.edu/general-services/receiving/forms.aspx for more information.
NOTE: Departments utilizing overnight courier services are responsible for legibly printing or typing a valid FOP on request for service form. Items will not be shipped without a valid FOP. The department will be charged a $10.00 research fee per item for failure to comply.

**Odessa.**
Lone Star Overnight (LSO) and Federal Express (FedEx) are the overnight courier services. LSO is the primary courier for all deliveries within the State of Texas. Mail Services is the central processing agent for the overnight courier service and will provide a bill of lading. Outgoing shipments must be received at Mail Services by 2:00 p.m. to be shipped the same day. If you must have mail sent by overnight courier, but it cannot be delivered to the Mailroom by 2:00 p.m., refer to the drop box information below.


NOTE: LSO is the primary courier for all deliveries within the State of Texas. FedEx is the primary courier for all other deliveries.

**N. Suspicious Mail.** Mail Services personnel have been trained in recognizing mail or packages that might be detrimental to the health of the university population and to ensure that it is not distributed until certified as safe by TTUHSC Safety Services. However, if departments or activities receive something they consider suspicious, Texas Tech Police Department (TTPD) should be contacted immediately.

- Do not touch the piece after the initial contact.
- Call your supervisor to verify your concerns and continue with the following steps ONLY if your concerns are verified.
- Stop all activities and evacuate all personnel in the immediate vicinity of the piece.
- Turn off all air handling equipment and close all doors and windows in the area.
- Contact the TTPD and they will contact the office of the U.S. Postal Inspector if deemed appropriate.

2. **Post Office.**
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.

**Abilene.**
Postage meter is located in room 2100D located in the HSC Suite of the Public Health Building. All outgoing mail is metered using a code for specific departments. Departments are billed for postage use at the end of the month via the FiTS System. No personal stamps are available.

**Amarillo.**
Services Available. Amarillo HSC Mail Room is open from 8:00-12:00 and 1:00-5:00, Monday through Friday. The Mail Room is closed on official TTUHSC holidays, including partial staff days. No personal stamp sales available.

**Dallas.**
Postage meter is located in the SOP Executive Suite and all outgoing mail is metered using a code for specific departments. All departments are billed for postage use at the end of the month via the FiTS System.
Lubbock.

**Services Available.** The TTUHSC Post Office provides departmental and personal outgoing mail services for faculty, staff and students. **This service is not an extension of the USPS;** it is staffed and operated by TTUHSC personnel. All claims for loss or delay or personal mail must be filed with the USPS Claims Office. Tampering or theft of stamped mail will be investigated by the U.S. Postal Inspector’s Office and the TTPD. The TTUHSC Post Office is closed on official TTUHSC holidays, including partial staff days.

Odessa.

**Services Available.** The TTUHSC-Odessa Mail Room hours of operation are from 7:30-4:30, Monday through Friday. The Mail Room is closed on official TTUHSC holidays, including partial staff days. No personal stamp sales available.

3. **Courier Service.**

**Abilene, Amarillo, Dallas, and Odessa.** Refer to HSC OP 63.06, Moving and Delivery Services.

Lubbock.  

The Courier Service, is responsible for delivering medical records, x-rays, medical specimens, non-narcotic drugs, and other accountable items requiring tracking and a signature transfer. The service is available between designated facilities. Accountable items will be delivered within 8 working hours. We recommend that departments not located at the 3601 4th street address use their physical address to get their mail and items delivered by USPS, FedEx, UPS, and other carriers.

**Items That Will Not Be Transported.**
- Animals;
- Personal mail or items;
- Office supplies;
- Cash or checks; and
- Bulky or heavy items.

More information is available online at https://www.ttuhsc.edu/general-services/mail/default.aspx.

4. **Mailing Lists.**

A. **Internal Mailing Lists.** TTUHSC Mail Services - Lubbock offers employee address lists, which contain work addresses only, for employees at all campuses except San Angelo State. Electronic updates are processed weekly. A department (regardless of regional location) may request address lists for distribution of official business mail by submitting a request to Mail Services or the HSC Printing Center. Employee Address Lists are not to be released to the public for commercial purposes. (HSC OP 70.35). The Campus Mail System is a restricted state service. The service is not available for the personal use or private gain by non-university groups for the advertisement of non-university sponsored programs.

B. **External Mailing Lists.** Departments are encouraged to electronically submit their externally generated or specialized lists for their mailings. The list will be cleansed and formatted according to USPS regulations. As USPS requirements for mass mailings are constantly changing, it is highly recommended that all mass mailing be checked by Mail Services personnel before being produced. According to USPS DMM 233.3.5.4, all mass mailings must meet the move update standard by an approved USPS method as defined in USPS DMM 602.5.0. Proof that the USPS Move Update standard has been met is required by USPS before mailing. Mail Services offers NCOA (National Change of Address) processing as the most effective USPS approved method for any bulk mailing utilizing Mail Services permit 68. See section 1, item L of this HSC OP for additional information regarding Permit Imprint Mailings.
5. **Printing Center.** The Printing Center is located in Lubbock and provides design assistance; typesetting, printing and bindery services to TTUHSC, TTUHSC-EP, TTU, TTUS, UMC and other approved state agencies.

**NOTE:** The Printing Center should be allowed to bid and accept or reject any printing job regardless of funding utilized. This will help to ensure both internal and external policies and regulations are followed. Refer to HSC OP 67.01.

For more information on available services, visit [https://www.ttuhsc.edu/general-services/printing/default.aspx](https://www.ttuhsc.edu/general-services/printing/default.aspx).

**Copyright Clearance.** It is the department’s responsibility to ensure that all material meets copyright clearance prior to reproduction and include appropriate permissions with order when applicable. Departments should review HSC OP 57.02, *Guidelines for the Educational Use of Copyrighted Works* before requesting the printing or copying of copyrighted work.

**Identity Guidelines.** It is the department’s responsibility to ensure compliance with institutional guidelines when developing and producing any visual elements for internal or external use. The guidelines can be found at [https://www.ttuhsc.edu/communications-marketing/campus-guidelines/default.aspx](https://www.ttuhsc.edu/communications-marketing/campus-guidelines/default.aspx).

6. **Swift Print.** Swift Print is a full service copy center available to assist with all copying needs, and most jobs will be produced “as you wait”. Faculty, staff and students may utilize the services offered. Swift Print’s main production facilities are located inside the Printing Center.

Student Notes Service is available at Swift Print. Personnel are available to help departments obtain copyright permissions. See Copyright Clearance above. Notes will be sold through Mail Services.

7. **Copier Service.**

**Abilene.**
The School of Pharmacy leases their own copiers. Each department in the SOP building has a code for copying and/or printing to either of two Toshiba copiers. Departments are billed for usage at the end of the month via the FiTS System.

The School of Nursing leases their own copiers and do not charge their departments for copies and/or printing to their Ricoh copiers.

The TTUHSC Finance & Admin department leases a Toshiba copier for use by departments in the Public Health Building. Each department has a code for copying and/or printing to the Toshiba copier. Departments are billed for usage at the end of the month via the FiTS System.

**Amarillo.**
General Services is the exclusive provider and controller of copier service for TTUHSC-Amarillo. Copy codes are assigned and activated by General Services. Exceptions may be granted for off-site locations.

**Dallas.**
Each SOP department has a code for copying and printing to Ricoh color printer/copiers. The departments are billed for usage at the end of the month via the FiTS System. The SON leases their own copiers and do not charge for copies.

**Lubbock.**
Swift Print is the exclusive provider and controller of copier service for TTUHSC-Lubbock. Exceptions may be granted for off-site locations. Please email swiftprint@ttuhsc.edu for further
information. Photocopy machines not acquired through Swift Print, and placed in service for HSC departments within the HSC building complex or Student Wellness Center, fall under the control of Swift Print and are managed according to this policy.

**Odessa.**
No centralized copier service offered.

8. **Document Services.** Instant retrieval and archival needs for document imaging, CD/DVD duplication, shredding, and paper recycling services are available. Laserfiche access and process automation services are also available. For more information, please refer to [https://www.ttuhs.edu/general-services/document-services/default.aspx](https://www.ttuhs.edu/general-services/document-services/default.aspx).

9. **Payment for All Services.** Departments must provide a FOP with adequate funds to cover all expenses. 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.