

Forwarding First-Class Mail

It is the department’s responsibility to forward non-departmental business mail to former employees. If unopened, First Class, Priority and Express Mail are forwarded for 12 months at no charge. Periodicals (newspapers and magazines) are forwarded for 60 days at no charge. After 60 days, the publisher is notified of the new address and the mail piece is recycled. Marketing mail, including non-profit, is not forwarded unless there is an ancillary endorsement.



First class, marketing (standard), and non-profit mail may be mailed using stamps, permit imprints or a postage meter. Unless the mail is first-class or has an ancillary endorsement, discard or recycle. There is no reason to return to mail services. For more information on ensuring your mail reaches you, please follow these steps.

Refusal After Delivery

After delivery, an addressee may mark a mailpiece “Refused” and return it within a reasonable time, if the piece or any attachment is not opened. The following may not be refused and returned postage-free after delivery: Pieces sent as Registered Mail, insured, Certified Mail, collect on delivery (COD), and Adult Signature.

Remailing Returned Mail

Generally, a returned mailpiece that was undeliverable-as-addressed or refused by the addressee may only be mailed if it is placed in a new envelope or wrapper with a correct address and new postage. A returned underpaid mailpiece can have the necessary additional postage affixed to the original piece and does not have to be placed in a new envelope or wrapper.

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 an address of the institution rests with TTUHSC. The legal obligation of the USPS ends with mail delivery to the address on the mail piece; therefore, personal mail should not be directed to the institution. 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.

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.