



Mail & Distribution Services

&

*The Office of Research Compliance
present*

Mail 101 - Mailing, Shipping and Receiving, Including Research Shipments

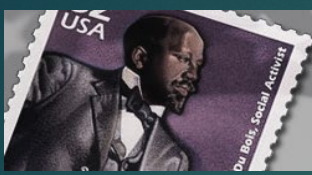
March 16, 2023

Sept 8, 2021 via Zoom

Session Agenda

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- Tips on mail & package prep to minimize postage cost & maximize service
- Service differences between using USPS, UPS and FedEx
- How to prepare for a department move and have the mail follow you
- What is campus mail and what can be sent
- How to locate package tracking resources
- How to prepare large items for shipment and what paperwork is necessary
- How to place orders with vendors & prepare P.O.s to avoid shipping surcharges
- What Marketing Mail (bulk mail/nonprofit) services are available & how to use them
- USPS Postal Rate Increases, Address Validity & how it affects me
- How to order mailing materials through Supply Logic to have Mail Services prepare & mail your project
- When you must screen a shipment with Research Compliance and why
- Who to call for information and advice



Mail & Distribution Services

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Mail Services is the campus liaison to the USPS, UPS and eCampus textbook Service for campus



We provide shipping consultation and resources to the entire 01003 campus community



We administer the University's postal permits and safeguard our nonprofit mailing license by verifying compliance with federal regulations for design and content



We assist Student Affairs and Campus Life desks with misdirected and unclaimed student mail and package searches



Mail & Distribution Services

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We collaborate with the 5 College Courier network



Distribution Services receives and delivers shipments and equipment to buildings that may have delivery challenges or lack a loading dock.



All of these services are paid for by university funds and are free and available to every UMass dept and affiliates



Postage is recharged weekly to individual speedtype accounts.



The annual postage expenditure for the Amherst campus is approximately one million dollars.



Mail & Distribution Services

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- Mail Staff consists of 9 FT employees, 2 of our Mail staff are Certified Specialists in Mailpiece Design and Mail Center Management.
- Distribution staff consists of 6 FT employees, all of whom are trained Hoisting Engineers licensed by the state of Massachusetts

Breakout Sessions:

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- ▶ Mail Services: Campus/First-class mail, compliance and rate change, minimize postage cost and maximize service
- ▶ Marketing Mail (Bulk Mail): Program mailings, address lists, compliance and available services, Supply Logic ordering for Marketing Mail jobs.
- ▶ Distribution Services: Prepare large items for shipment, placing orders with vendors & prepare P.O.s to avoid shipping surcharges
- ▶ Research Compliance: When you must screen a shipment with Research Compliance and why

Resource Links

7

[Mail Services](#)
[Web Site Overview](#)

Contacts

8

Rob Leveille - Mail Services Supervisor

rleveille@admin.umass.edu

Customer Service Call Line: 413.577.9500

Direct Line 413.545.1084

Homepage: www.umass.edu/mail

Todd Zaganiacz – Marketing Mail Lead

Toddz@admin.umass.edu

Customer Service Call Line: 413.577.9500

Direct Line 413.545.3158

Homepage: www.umass.edu/mail

Kevin Billieux – Technical Assistant Distribution Services

kbillieu@umass.edu

Ofc 413.545.3313

Homepage: www.umass.edu/mail

Ellie Kurth – Export Control Compliance Specialist

gkurth@umass.edu

Homepage: <https://www.umass.edu/research/research-compliance>

Ofc 413.545.5201



Campus Mail...

...What is it?

Campus mail is any communication that conducts University business and will remain on the Amherst Campus.

There is **no postage charge** to send campus mail!

How does our mail system work?

- Mail Services picks up incoming USPS mail from the Post Office weekdays at 8:30 and 10:00 am.
- We add campus mail to the inbound USPS mail and deliver to the designated mailrooms in campus buildings.
- Outgoing building mail is collected once daily during delivery.

Who is responsible for mail in campus buildings?

- For single occupant buildings, sorting responsibility is designated by building coordinator or office manager.
- Mail sorting within multi-department buildings is typically shared by all building residents.
- Sorting routine is established by the building coordinator or the largest mail-stakeholder in the building.
- Duties are shared at the direction of the Coordinator or appointee with other departments sharing sorting responsibility.

What happens to the mail that is collected from my building?

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- ▶ Outgoing mail is sorted by requested class of service
- ▶ ALL USPS or UPS Packages require a digital shipping label
- ▶ Our staff keys in the shipping label when required, adds postage and dispatches to carrier daily
(UPS at 3pm , USPS at 3:30 pm, M-F)
- ▶ Postage is paid using your department's postage speedtype account for recharge.
- ▶ 'Pack & Ship' program through our Marketing Mail office for high volume shippers.
- ▶ EMS Webview browser app for high-volume shippers. Allows entry of your own shipping labels to expedite the process.

How should mail be addressed?

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Correct Address Label Formats

FACULTY AND STAFF

EXAMPLE

Recipient Name
Department Name
Room and Building
Street Address
Amherst MA 01003-plus 4

Jonathan Glass-Beaker
Chemistry
Lederle Grad Research Tower Rm 374
710 N Pleasant St
Amherst MA 01003-9305

CAMPUS MAIL

CAMPUS MAIL

Recipient Name
Department
Building and Room #

Rob Leveille
Mail Services
120 Tillson Farm Rd - Rm 121

STUDENT RESIDENCE HALL

STUDENT RESIDENCE HALL

Recipient Name
Residence Hall - UMass
Street Address & Room #
Amherst MA 01003 - Plus 4

Jane Q. Student
Oak Hall - UMass
143 Commonwealth Ave rm 438
Amherst MA 01003 - 9253

Intro to Letters, Flats and Parcels:

5

What is a Letter ?



What envelope should I use?

6

When appropriate, use a #10 envelope with applicable University branding for your department.

- **Triangle flaps process much better through our high speed equipment.** Avoid square-flap invitation envelopes.
- **White envelopes are the best choice; Avoid dark or fluorescent colors.** Meter Imprints are red and must contrast with the envelope color.
- **Blue or black ink ball-point pen, or printed label**
- **Simple Font such as Calibri, Arial or sans serif between 8 & 16 pts**
Fancy script fonts will confuse the USPS OCR camera.
- **Omit all punctuation.**
- **Size correctly for contents**, should not be able to shift. Contents creased, not puffy or bulging.
- **Window Envelopes require the address to be fully visible including the zip code.** There should be 1/8 inch white space between the address and the window edges on the envelope.
- **Speedtype on envelope.**

2023 USPS Postage Increase

Letters and Postcards

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The proposed Mailing Services price changes include the following:

Product	Current Prices	Proposed Prices
FCM Letters (1 oz.)	\$0.60	\$0.63
Domestic FCM Postcards	\$0.44	\$0.48
FCM International Postcards	\$1.40	\$1.45
FCM International Letters (1 oz.)	\$1.40	\$1.45

There will be no change to the additional-ounce price of single-piece letters and flats, which remains at 24 cents. The Postal Service is also seeking price adjustments for Special Services products including:

- Certified Mail
- Cost to purchase insurance when mailing an item
- Money order fees
- Post Office Box rental fees

As operating expenses continue to rise, these price adjustments provide the Postal Service with much needed revenue to achieve the financial stability sought by its [Delivering for America](#) 10-year plan. The prices of the U.S. Postal Service remain among the most affordable in the world.

- Letter mail increases \$0.03 to \$0.63 for a one-ounce letter
- Postcards increase \$0.04 to \$0.48
- International letters include postcards and increase \$0.05 to \$1.45

2023 USPS Postage Increase

Priority Mail Classes

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The proposed domestic **Priority Mail Flat Rate** retail price changes are:

Product	Current Prices	Proposed Prices
Small Flat Rate Box	\$10.40	\$10.20
Medium Flat Rate Box	\$17.05	\$17.10
Large Flat Rate Box	\$22.45	\$22.80
APO/FPO Large Flat Rate Box	\$20.95	\$21.20
Regular Flat Rate Envelope	\$9.90	\$9.65
Legal Flat Rate Envelope	\$10.20	\$9.95
Padded Flat Rate Envelope	\$10.60	\$10.40

The complete Postal Service price filings with prices for all products can be found on the PRC website under the Daily Listings section at [pro.gov/dockets/daily](https://www.federalregister.gov/dockets/daily). For the Shipping Services filing, see Docket No. CP2023-42.

The Postal Service provides additional resources to assist customers regarding the price changes. These tools include price lists, downloadable price files and Federal Register Notices. This information will be available on the Postal Service's Postal Explorer website at pe.usps.com/PriceChange/Index on Wednesday November 16, 2022.

The increases in the Priority Mail Class are:

- Medium Flat Rate Box increasing \$0.05 to \$17.10
- Large Flat Rate Box increasing \$0.35 to \$22.80

Certified Mail

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- Certified Barcode placement must avoid meter imprint.
- Return Receipt on back of envelope.



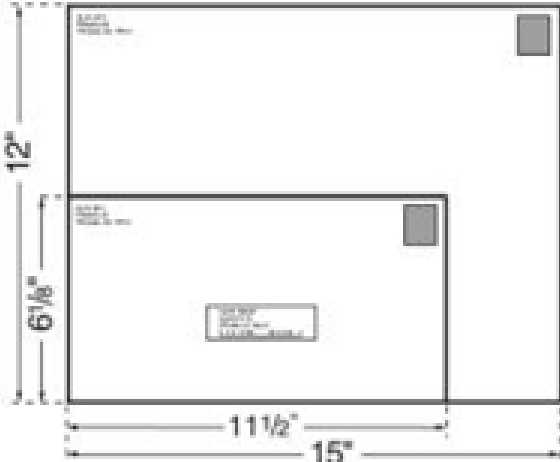
SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
<ul style="list-style-type: none">■ Complete items 1, 2, and 3.■ Print your name and address on the reverse so that we can return the card to you.■ Attach this card to the back of the mailpiece, or on the front if space permits.		A. Signature X <input type="checkbox"/> Agent <input type="checkbox"/> Addressee	
1. Article Addressed to:		B. Received by (Printed Name)	C. Date of Delivery
2. Article Number (Transfer from service label) 9590 9402 3091 7124 1779 85 7017 2680 0000 0895 5121		D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No	
3. Service Type <input type="checkbox"/> Adult Signature <input type="checkbox"/> Adult Signature Restricted Delivery <input type="checkbox"/> Certified Mail® <input type="checkbox"/> Certified Mail Restricted Delivery <input type="checkbox"/> Collect on Delivery <input type="checkbox"/> Collect on Delivery Restricted Delivery <input type="checkbox"/> Insured Mail <input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)		<input type="checkbox"/> Priority Mail Express® <input type="checkbox"/> Registered Mail™ <input type="checkbox"/> Registered Mail Restricted Delivery <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Signature Confirmation™ <input type="checkbox"/> Signature Confirmation Restricted Delivery	
PS Form 3811, July 2015 PSN 7530-02-000-9053		Domestic Return Receipt	

Intro to Letters, Flats and Parcels:

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What is a Flat ?

Flat-Size Mail



The diagram illustrates the dimensions for Flat-Size Mail. It shows a large rectangle representing the mail piece with a smaller rectangle inside it. The outer rectangle has a height of 12 inches and a length of 15 inches. The inner rectangle has a height of 6 1/8 inches and a length of 11 1/2 inches. There are small gray squares in the top right corners of both rectangles, likely representing postage stamps. The text 'Flat-Size Mail' is written in a bold, sans-serif font at the top left of the diagram area.

For automation rates, see size standards in C820.

Dimension	Minimum	Maximum
Height	6-1/8"	12"
Length	11-1/2"	15"
Thickness	0.250" (1/4")*	3/4"

* Must exceed at least one of these letter-size maximums.

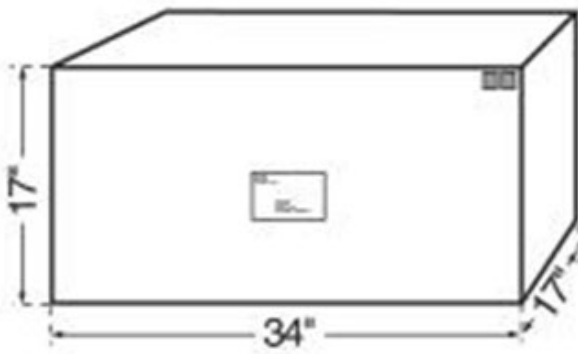
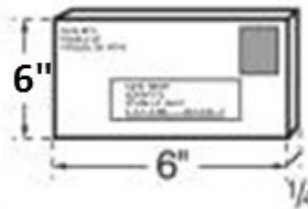
*Do not use clasp-envelopes. If you have inventory to use leave clasp flat. The clasp and flap must be taped over with shipping tape

Intro to Letters, Flats and Parcels:

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What is a Parcel ?



Parcels			
		Dimension	Minimum Maximum
		Height	6" 17"
		Length	6" 34"
		Thickness	1/4" 17"
		Weight	6 or 8 oz.* 35 lb.
* For details, see machinable parcel criteria in 4.1c.			

*Keep packaging as compact as possible. Allow enough space to add bubble wrap, air pillows or foam peanuts for protection.

Contracted Shipping Services

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- ▶ USPS works closely with Mail Services to maximize the customer experience with services provided. Dedicated customer service rep, close relationship with Amherst Postmaster
- ▶ UPS is on contract to provide negotiate rates for shipping. Better tracking visibility, more expensive and less customer services than USPS.
- ▶ FedEx does not provide regular daily service to campus like USPS and UPS. Less reliable incoming delivery, no relationship with Mail Services.
- ▶ DHL predominantly handle international shipping, and inbound delivery. No relationship with Mail Services.

Understanding USPS Tracking

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University of Massachusetts Amherst

Visit Apply

Mail, Distribution & OpScan Services

[Campus Mail](#) [Domestic & International Mail](#) [Mail Services](#) [Order Forms & Requests](#) [OpScan Services](#)

USPS Shortcuts

- [Zipcode Lookup](#)
- [Compare Domestic Services](#)
- [Compare International Services](#)
- [USPS Customs Form](#)
- [Add-On Mailing Services](#)

Quick Links

- [Federal Express Tracking](#)
- [UPS Tracking](#)
- [USPS Express Tracking](#)
- [Package Search Request](#)
- [Zip Code Lookup](#)
- [Campus Building Addresses](#)
- [@CAMPUS](#)

CERTIFIED MAIL

7017 2680 0000 0895 5121

USPS TRACKING #

9200 1999 9091 5100 1503 94

BOX 1 OF 1

ELECTRONIC RATE APPROVED #999909151

Campus Mail to the Five Colleges

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- Mail can be sent to
 - Amherst College
 - Mount Holyoke
 - Five Colleges Inc.
 - Hampshire College
 - Smith College
- Pickup at 120 Tillson 9 am, Mon – Fri
- Write a complete delivery address as if you were sending first class mail.
- To the left of the address, write:
“VIA 5 College Courier”

Personal Mail Policy

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- Personal mail is any mail that has a return address that is not a campus address.
- Personal mail should never be processed using a speedtype account or bank card.
- UPS Campus Ship or Worldship accounts should never be used to process personal mail. In spite of advising that UPS discounts extend to faculty, staff and students, there is no reliable mechanism in place to assist with personal use of these rates.
- USPS & UPS prepaid return service (A.R.S. or R.S.) labels and mail that is imprinted with “Postage Paid” or “No Postage Necessary” *can* be mailed. Leave in out-going stamped mail.
- USPS Postage for personal mail can be purchased at the customer service window at 120 Tillson Farm Road during regular business hours.

International Mail Preparation

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- **All Int'l mail that is not a letter** requires a customs form.
- Package Shipping Preparation Form for Domestic & International Packages found on Mail Services webpage
- Custom forms must be digitally submitted when posted; hand-written forms are not accepted.
- USPS Requires Country name to be **fully written out** (no abbreviations)
- Both USPS & UPS now require a Harmonized Tariff Code. There is a look up link on Mail Services home page. Research Compliance can also assist.
- Write ***Air Mail or Par Avion*** to the left of the address, on an angle.
- For any research shipment, foreign or domestic, Research Compliance must approve the shipment and recipient prior to contacting Mail Services. May be directed to eShip Global.

Mail Services Contact

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Rob Leveille - Mail Services Supervisor
Direct Line 413.545.1084

rleveille@admin.umass.edu

Customer Service Call Line: 413.577.9500

Homepage: www.umass.edu/mail



Distribution Services

Physical Plant Receiving, Central Receiving

1

- Capable of receiving all sizes of trucks and freight
- Pallets, Crates, Lab equipment, computers
- Deliveries to all departments on and off campus
- Opscan Services Deliveries
- Outbound shipping- UPS, FedEx, returns, freight

**For shipments that contain hazardous materials, please contact Environmental Health & Safety for assistance.



2



360 Campus Center Way



For the most accurate directions
to the facility entrance, use:
N 42 23.5639 W 72 31.9924

3



Distribution Services

134 Physical Plant

Receiving Docks:

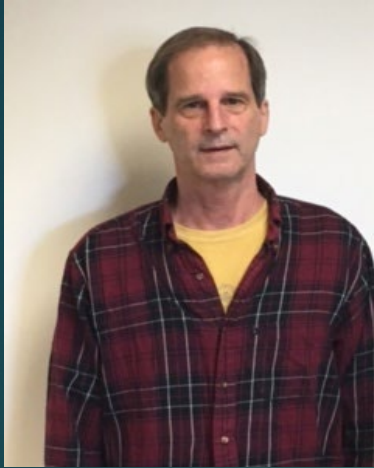
360 Campus Center Way
Amherst, MA 01003-9248
(Closed daily at 12:30pm)
Tel. 413.545.3313

N 42 23.5639 W 72 31.9924

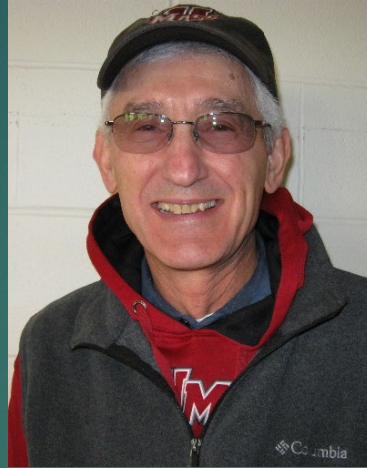


Distribution Services Staff

4



Jim DeRoy



Lenny Kokoski



Kevin Billieux



Mark Kosloski



Dave Morneau



Kenny Perkins



Receiving Small packages

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UPS, FedEx and other **small** package carriers will deliver parcels directly to your location on campus.

It is imperative that you provide a clear shipping address on the PO or verbal. When ordering from your suppliers insist on the following format:

Your Name and Department
Building and Room Number or Suite Number (very important)
University of Massachusetts
Your Street Address,
City, State ZIP

Signatures are usually required



For Freight deliveries

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- ▶ Name / Dept
- ▶ UMASS DISTRIBUTION SERVICES
- ▶ 360 CAMPUS CENTER WAY
- ▶ AMHERST, MA 01003-9248

UPS surcharges Actual invoice

Page 3 of 6

UPS Freight SM

REMIT TO:

P.O. BOX 650690

DALLAS, TX 75265-0690



**UPS FREIGHT LTL
TEMPERATURE CONTROLLED**

ORIGINAL FREIGHT BILL

SHIP DATE		ORIGIN	DESTINATION	FREIGHT BILL NO.			Net Amount Due	
03-08-2016		GAR	SPR	795667412			\$ 586.77 USD	
CONSIGNEE: 16514837 UMASS AMHERST %LIFE SCIENCE LAB 240 THATCHER RD AMHERST, MA 01003				P.O. NO. A000394916			Payment Due	
				B/L NO. RP424888			04-08-2016	
				ADV SCAC	PRO#		DATE	BEY SCAC
SHIPPER: 34356140 UNIVAR 100 N SAM HOUSTON RD MESQUITE, TX 75149-2742				BILL TO: 02841001 UNIVERSITY OF MASSACHUSETTS 360 CAMPUS CENTER WAY AMHERST, MA 01003				
PCS	HM	PKG	DESCRIPTION	WEIGHT	NMFC	CLASS	RATE	CHARGES
1		DR	*** SHIPMENT REWEIGHED *** CHEMICALS NOI 78.00% DISCOUNT 001850 LTL FUEL ADJUSTMENT 012000 LIMITED ACCESS PU/DEL 03000 PROTECT FREEZING FEE 002500 REWEIGH FEE 00152-GAR ORIGINAL WGT/REWEIGH SHIPMENT WEIGHED AT GAR. WEIGHT DECLARED AS 00152 LBS. ACTUAL WEIGHT IS 00315 LBS. ADDITIONAL DELIVERY INFO. RCVNG HRS 7AM-3PM 012500 LIFTGATE SVC-DEST 50 CUBIC FEET 78F4X4 ACCT # ** FREEZABLE PRODUCT ** ***** ATTENTION ***** SARAH PERRY 413 545 6435 UPGF 6180 0144950 UPGF 560 10/26/15 C N 12638 TOTAL	315	060000-00	70	349.20 78.00 18.50	1,099.98 -857.98 44.77 120.00 30.00 25.00
1			TOTAL	315				586.77 COL

If you have questions regarding this invoice, please contact Customer Service at 1-800-333-7400.



UP\$ Surcharges

- \$ “on-call” pickup at your desk - \$6 per call
- \$ Daily Site pickup - \$13.50/wk
- \$ Fuel surcharge +
- \$ Residential surcharge +
- \$ Delivery area surcharge +
- \$ Extended Delivery area surcharge +
- \$ Undeliverable return- \$21.90
- \$ Address Correction surcharge \$18.

Tracking Packages

BAD ADDRESSES HAPPEN

CONFIRM DELIVERY WITH TRACKING NUMBER

DISTRIBUTION OFFICE 5-5082 JIM

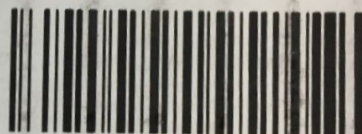
MAIN DOCK PHONE 5-3313

FROM: GOVCONNECTION INC
3900 STONECROFT BLVD
CHANTILLY VA 20151

SHIP TO: TEL: 999-999-9999
UNIVERSITY OF MASSACHUSETTS
CONFIGURED IN BUYWAYS CHECKOUT
AMHERST, MA 01003
US



MA 011 9-03



UPS GROUND

TRACKING #: 1Z R09 0E3 03 0317 8176

FROM: (252) 918-6370
Customer Service
Saint Gobain Abrasives
1001 Perry Rd
Plainfield IN 46168
US

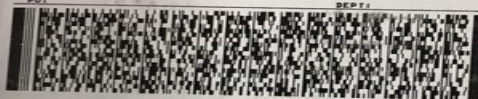
SHIP DATE: 04JUL21
ACTWGT: 11.00 LB
CAD: 501253/FXRS1705

BILL SENDER

Receiving
UNIVERSITY OF MASSACHUSETTS
360 CAMPUS CENTER WAY

AMHERST MA 01003

(US)



TRK# 9748 8376 2528

01003

9622 0019 0 (000 000 0000) 0 00 9748 8376 2528



FROM: 80082620020000
GEA
GE Appliances Parts, a Haier company
Parts Distribution Center
1251 Port Rd
Jeffersonville IN 47130
US

SHIP DATE: 30JUL21
ACTWGT: 4.00 LB
CAD: 876857/FXRS1802

BILL SENDER

11

TO univ of mass amherst
univ of mass amherst
360 campus center way
distrib services
amherst MA 01003

(US)

(413) 545-0403 REF: 1028043300-1-EBS
INV: PO1 370129078136214340-1-EBS DEPT:



TRK# 5257 0383 0489

01003

9622 0019 0 (000 000 0000) 0 00 5257 0383 0489



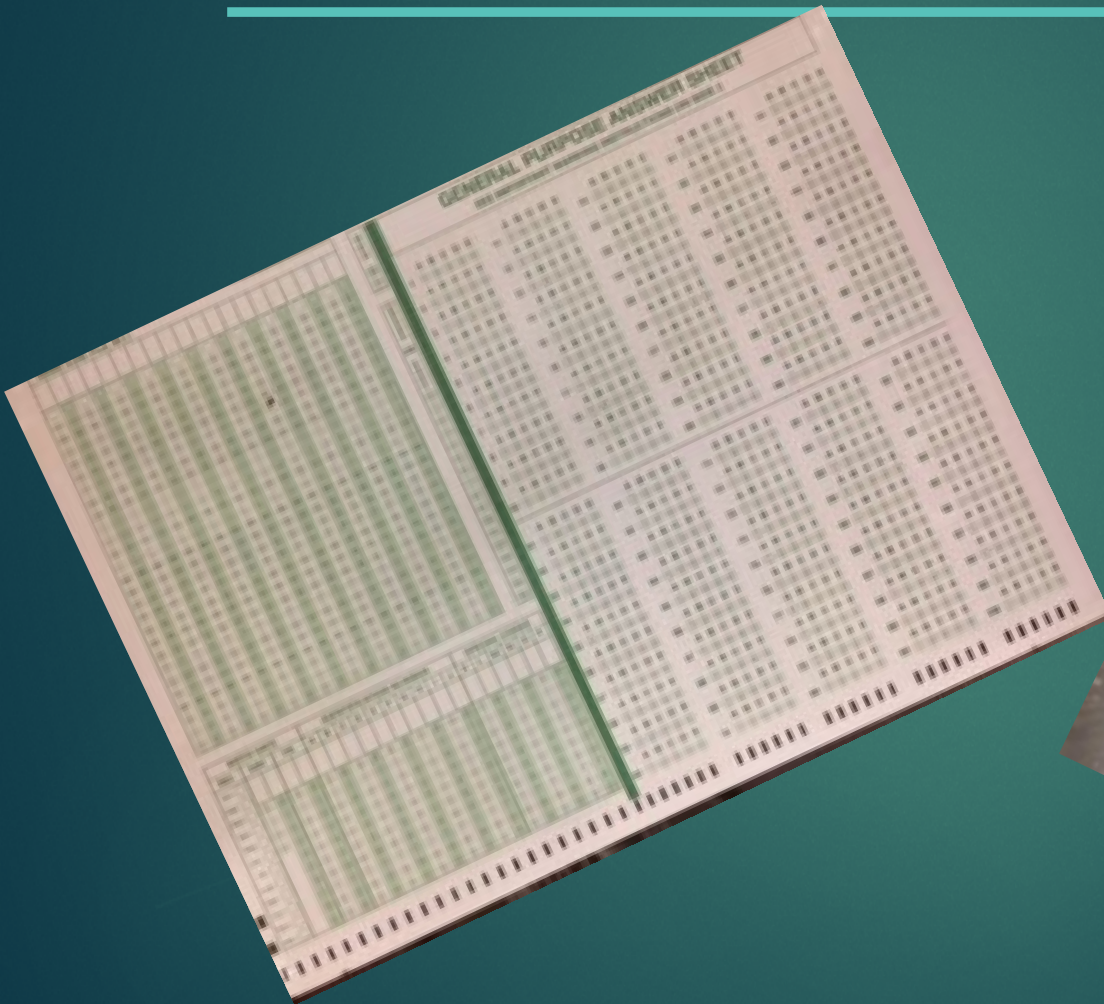
OUTBOUND FREIGHT

12

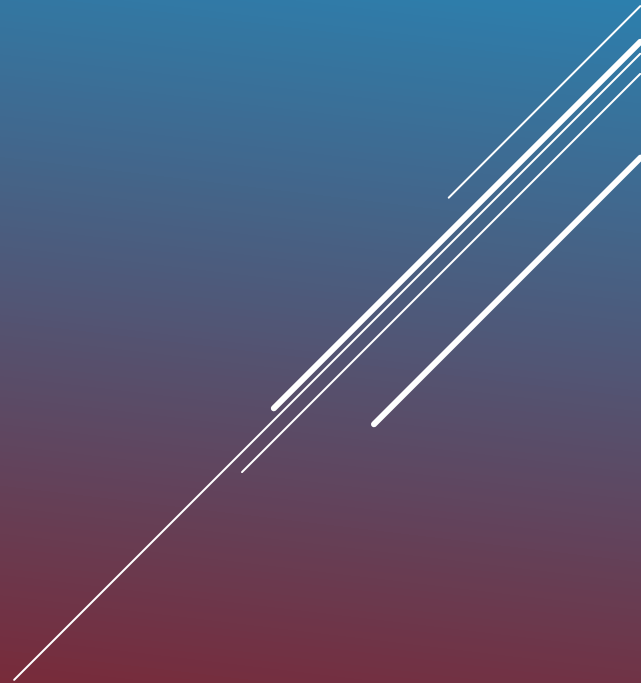


OPSCANS AND BLUEBOOKS FOR EXAMS

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WELCOME TO MAIL 101



Bulk Mail refers to larger quantities of mail mailed at a reduced postage rate.

To qualify for certain postage discounts, you ***MUST*** mail a minimum number of pieces:

- **500 pieces for First-Class Mail (for discount postage) (maximum 16 ounces).**
- **200 pieces or 50 pounds for Non-Profit Mail**
- **The size and shape of your mail piece will affect the price you pay.**

2023 Rates (effective 1-22) (per qualifying piece)

Non-Profit - (Letters) .016 - .022 / (Flats) .036 - .071

First Class – (Letters) .036 - .063 / (Flats) .069 – 1.07

UMass Non-Profit Regulations and Guidelines

- ▶ Mailing must **have** a minimum of 200 pieces or 50 pounds, which are identical in size, weight and contents should not contain any handwriting or personalization.
- ▶ UMass Amherst return address **must** appear in a prominent place on content.
- ▶ Campus, five-college or foreign pieces should not be mixed in the mailing but kept separate.
- ▶ Material must eligibility requirements.
 - Advertising restrictions include travel, insurance and financial.
 - Advertisements that promote credit, debit, or charge cards are prohibited.
 - Advertising must be "substantially related" to the mission of the University.

POSTAGE VARIATIONS

Imprint indicia

NON PROFIT ORG
U.S. POSTAGE PAID
AMHERST MA
PERMIT NO. 2

~ Or ~

Meter impression



- THE COST FOR NON-PROFIT POSTAGE IS ABOUT ONE THIRD OF THE COST OF FIRST CLASS.

How long will Bulk Mail delivery take as opposed to First Class?

- FIRST CLASS ON AVERAGE IS 3 TO 5 DAYS TO GET TO THE DESTINATION.
- BULK MAIL CAN TAKE UP TO TWO WEEKS IF TRAVELING ACROSS THE COUNTRY.

Mailing List Guidelines

- **Create or acquire an address list.**
- **Check and verify data accuracy.**
- **Make corrections before submitting.**
- **Abbreviate as much as you can as long titles do not always fit.**
- **Send ONLY the information we need to print on the piece.**
- **NO hidden rows, columns or formulas.**
- **Before preparing the job for print we run the list through NCOA (National Change of Address) for cleansing and address move updates.**
- **Alumni lists come to us already cleansed.**
- **Proper Database Design can be found at**

https://www.umass.edu/mail/sites/default/files/resource-files/database_design_memo_1.pdf

Proper Database Design

Your data file should follow this format:

IMPORTANT NOTE:

- DO NOT hide any cells, columns or rows.
- Please delete any data not intended to be included.
- DO NOT use any formulas or lookup tables
- Flat file format ONLY

Maximum 65 characters					Max 50	Max 50	Max 50	Max 50	Max 24	Max 2	Max 9	Max 24	Max 50
prefix	first	mid	last	suff	company	title	delivery address	alt address	city	st	zip	country	campus
Mr	John	M	Doe	Jr	Apex Inc	V.P.	175 Main St Apt 1	PO Box 2	Boston	MA	01201	Country Name spelled out in FULL for Customs acceptance	Campus mail and 5 college addresses must be unique
Full name in a single field is also acceptable but it impacts the integrity of locating duplicate records					It is acceptable to insert additional columns for Dept. Name or other user info (Max 50 char)		Field can also contain apt, unit or suite numbers						

Proper design and maintenance of your database will:

- Reduce postage costs
- Reduce mail preparation costs
- Improve delivery and recipient results

Q. How do I go about correcting addresses in my database?

A. There are several tools available from Mail Services, many at no charge, that offer address update and correction resources depending on the age and condition of your database.

Tips for successful database management-

- Have written guidelines and standards for data entry personnel to follow
- Keep one master list- do not use secondary or shadow lists
- Aggressively pursue address updates and make corrections promptly
- Request a list of bad addresses whenever you send a mailing
- Call Mail Services at 5-2488 for database consultation and advise

Remember- your mailing is only as good as the quality of your addresses

“An address is not like wine—it does not get better with age” anonymous



**MISSING
RETURN ADDRESS**

Kathryn Lancaster
36 Bryant St
N Dartmouth, MA 02747-2808

**ADDRESS LABEL IMPROPERLY PLACED
SHOULD BE CENTERED**

Augusta Savage Gallery

103 New Africa House
University of Massachusetts
180 Infirmiry Way
Amherst, MA 01003
A126120

UMassAmherst

Augusta Savage Gallery

**ADDRESS TOO LONG
SHOULD HAVE BEEN SPLIT PROPERLY**

Non Profit Org
U.S. Postage
PAID
Permit No 2
Amherst, MA

**Portraits in Red: Missing & Murdered Indigenous
Women & Girls**

Nayana LaFond

January 30 - May 12, 2023

Opening Reception: Monday, January 30, 5-7 p.m.

Artist Talk: Wednesday, February 8, 6 p.m.

Striking portraits of Indigenous women and girls raise awareness and bring healing to victims and their loved ones

This exhibit is presented in partnership with UMass' Women of Color Leadership Network.

Additional events:

Avery Joi Quartet

Wednesday, March 1, 7 p.m.

Vocalist Avery Joi leads this Western MA Jazz/Neo-Soul/R&B ensemble comprised of Jazz in July Alumni

This event is in partnership with The Jazz In July Program.

How We Go Missing: Anishinaabe Theater Exchange

Friday, April 21, 7 p.m.

Stories of Indigenous relatives through performances of survivance against colonial violence, lateral violence, and invisibility

This event is in partnership with UMass' Women of Color Leadership Network.

GALLERY HOURS: M, T 1-7 pm; W-F 1-5 pm

All events are free and open to the public

located in New Africa House near University Health Services

413.545.5177 www.fineartscenter.com/augusta

*****AUTO**ALL FOR AADC 060 198

97108

REBEL MCKINLEY

ROBERT F. KENNEDY CHILDRENÆS ACTION CORPS | EXPERIMENT WITH

15 PAPINEAU ST

HOLYOKE MA 01040-3417



LEAVING ADEQUATE SPACE FOR ADDRESS PRINTING

Most common reasons delivery addresses fail

- Missing Street Number (example = Broad Street)
- Missing Apt or Suite Number (example = 23 Broad Street)
- Incorrect Street Number (example 23 should have been 27)
- Simple Spelling Errors (example 23 Round Cicrle = Circle, Street most common misspelled).
- Spaces between street address / Apt (example = 23BroadSt Apt2B)
- PO Box incorrect (example = BOX 48 or 48 PO BOX)
- Address database not kept up to date (example deceased persons, business closed)
- 2 Streets listed (example = 23 Broad Street 37 Apple Street)
- 6500 people an hour file an address change request with the USPS
- 3.4 billion dollars in undeliverable non-profit mail in 2022





Quote & Question Form for UMass

UMass has partnered with SupplyLogic to be the preferred supplier of printed material and branded merchandise.

Campus *

- ☒ UMass Amherst
☐ UMass Boston
☐ UMass Dartmouth
☐ UMass Chan
☐ President's Office
☐ UMass Lowell

QUOTE INSTRUCTIONS

For orders of items not featured on the portal, such as mailings or special projects. Please use the link below to request a quote or ask questions to a SupplyLogic representative.
*Note that all fields with a red * are required*

Upon receipt of the Quote Request, SupplyLogic will provide the quote, a confirmed schedule, contact information and details regarding how to provide artwork to SupplyLogic.

Note that UMASS requires a Buyways Purchase Order Number be submitted to SupplyLogic (DSSL HOLDINGS LLC) in order to begin production. Production times will begin upon receipt of this PO.

Project Details

Project Title *

Job Number

If Applicable

Project Type *

Choose the one that best fits this project.

For Stationery Items, please see the SupplyLogic Punchout in Buyways.

- ☐ Flyer / Letter ☐ Catalog ☐ Poster ☐ Signs ☐ Invitation
☐ Postcard ☐ Mailing Package (Letter) ☐ Brochure (folded pages)



Quote & Question Form for UMass

UMass has partnered with SupplyLogic to be the preferred supplier of printed material and branded merchandise.

Distribution *

- ☐ Bulk Ship to 1 location
☒ Bulk Mailing (Multiple locations)
☐ Other (See Comments)

AMHERST Campus Only: If mailing, who will prepare & distribute the mailing?

Choose one.

If choosing UMass Amherst Mail Services, click the link below to log in and complete the mailing portion of this request.

<https://umass.webdeskprint.com/PSP/Appnet/PrintOrderPublic/Landing.aspx?LPID=4>

- ☐ UMass Amherst Mail Services ☐ SupplyLogic

Mailing Date

Please indicate the date this project is expected to mail

If unchecked, provide details in comments.

☐ **Confirm that art file contains an indicia & speed type number**

Proof Required *

- ☒ Yes, Digital
☐ Yes, Hard Proof shipped to my location
☐ No Proof Required

File Upload

Please provide an art example (if available) or any additional support materials. If requesting a quote for multiple items, please attach a listing with specifications. If you choose "Multiple Items" - attach a listing of items and specifications here.

If Mailing with SupplyLogic, separate instructions will be provided for secure sharing of the mailing list. Do not attach here.

(PDF, Excel or Word files are welcome)

Let us help make your bulk mailing a success.

Contact us at 545-3158 for
pre-preparation assistance.

- ▶ We can discuss with you the placement of the address panel and piece material.
- ▶ Dimensions of the piece.
- ▶ Letter rate vs Flat rates. (self-folded mailer)
- ▶ Finalizing your production work order placing your job on our radar. This form can be found online under Mail Services/Order Forms and Requests.



https://umass.webdeskprint.com/PSP/app/PSP_Start.asp

Additional Services Available through Mail Services

- **Inserting (from one to multiple insertions)**
- **Matching (from one to multiple insertions)**
- **Tabbing (folded self mailers)**
- **Folding (single or multiple sheets)**
- **Labeling and Addressing (direct print or address labels)**
- **Sealing**
- **NCOA address updates**

MAIL SERVICES CONTACT

Todd Zaganiacz

toddz@umass.edu

413-545-3158

www.umass.edu/mail



UMassAmherst
The Commonwealth's Flagship Campus

Export Control Training

for

Mail Services 101

March 16, 2023

Gabrielle (Ellie) Kurth
Export Control Compliance Specialist
Office of Research Compliance (ORC)

Enforcement Examples

Texas Tech, 2003

- Dr. Thomas Butler exported *Yersinia pestis* to Tanzania without a license
- Export Control Classification Number (ECCN) 1C351
- Reported missing to FBI
- \$37,400 civil penalty, 2 years in prison, export privileges denied for 10 years

UMass Lowell, 2007

- Exported items subject to EAR to SUPARCO in India without license.
- SUPARCO on a U.S. government restricted-party list (Entity List)
- Items could be exported without a license, but not to a listed entity
- \$100,000 civil penalty, suspended, 2-year probationary period

Princeton, 2021

- Exported animal pathogens (ECCN 1C351) to countries including U.K., Canada, Australia without a license
- Controls apply to certain biological materials even if materials are attenuated or widely available
- \$54,000 civil penalty



Export Control Regulations

- **What are Export Controls?**
 - “Export controls” are U.S. laws and regulations that restrict the export of sensitive items, information, and services to foreign nationals, within and outside of the United States, and to foreign countries.
 - Export controls also restrict activities within certain countries and with designated institutions, entities, and individuals, even if no controlled items are involved, through sanctions programs and restricted-party lists.
- **Why are they imposed?**
 - To protect national security and achieve foreign policy objectives.

What Is An Export¹?

- **Export**

- An actual shipment or transmission out of the United States, including the sending or taking of an item/defense article out of the United States, in any manner (*e.g.*, ship, hand-carry, electronic transmission, etc.)

- **Deemed Export**

- Releasing or otherwise transferring **technology/technical data**² or source code **to a foreign person in the United States**; such a release is deemed to be an export to the foreign person's most recent country of citizenship or permanent residency (for ITAR, to all countries in which the person has held or holds citizenship/permanent residency).
- The release of export-controlled technology can occur through a visual inspection (such as reading technical specifications, plans, blueprints, etc.), a discussion, or through practice or application.

- ¹See 15 CFR § 734.13; 22 CFR § 120.17.

- ²Technology and technical data are broadly defined terms that include **information** required for the design, development, production, manufacture, assembly, operation, repair, testing, maintenance or modification of items/defense articles. This includes information in the form of blueprints, drawings, photographs, plans, instructions or documentation.



Primary Export Control Regulations and Enforcement Agencies*

Homeland Security Investigations (HSI)

Primary Export Licensing Agencies

U.S. Dept. of State Directorate of Defense Trade Controls (DDTC)	U.S. Dept. of Commerce Bureau of Industry and Security (BIS)	U.S. Dept. of Treasury Office of Foreign Assets Control (OFAC)
<ul style="list-style-type: none"> Regulates Export & Licensing of <i>Single-Use</i> Defense Articles (military and space applications) Controlled Items List: <ul style="list-style-type: none"> - U.S. Munitions List (USML) Regulations Defined By: <ul style="list-style-type: none"> • ITAR Violations Enforced Under: <ul style="list-style-type: none"> • AECA 	<ul style="list-style-type: none"> Regulates Export & Licensing of <i>Dual-Use</i> Commodities (Commercial & Military Applications) Controlled Items List: <ul style="list-style-type: none"> - Commerce Control List (CCL) Regulations Defined By: <ul style="list-style-type: none"> • EAR Violations Enforced Under: <ul style="list-style-type: none"> • EAA/IEEPA 	<ul style="list-style-type: none"> Regulates Licensing of <i>Transactions</i> involving sanctions & embargos Comprehensive & Selective Regulations may apply to: <ul style="list-style-type: none"> • Countries • Companies • Individuals Regulations Defined By: <ul style="list-style-type: none"> • Sanctions/Embargos Violations Enforced Under: <ul style="list-style-type: none"> • IEEPA

Excerpted from presentation by Special Agent Jacquelyn Metzger, Homeland Security Investigations, at the 2017 AUECO Conference. (*Other agencies also impose export controls, but these impact universities most often.)

What types of items might be subject to export controls?

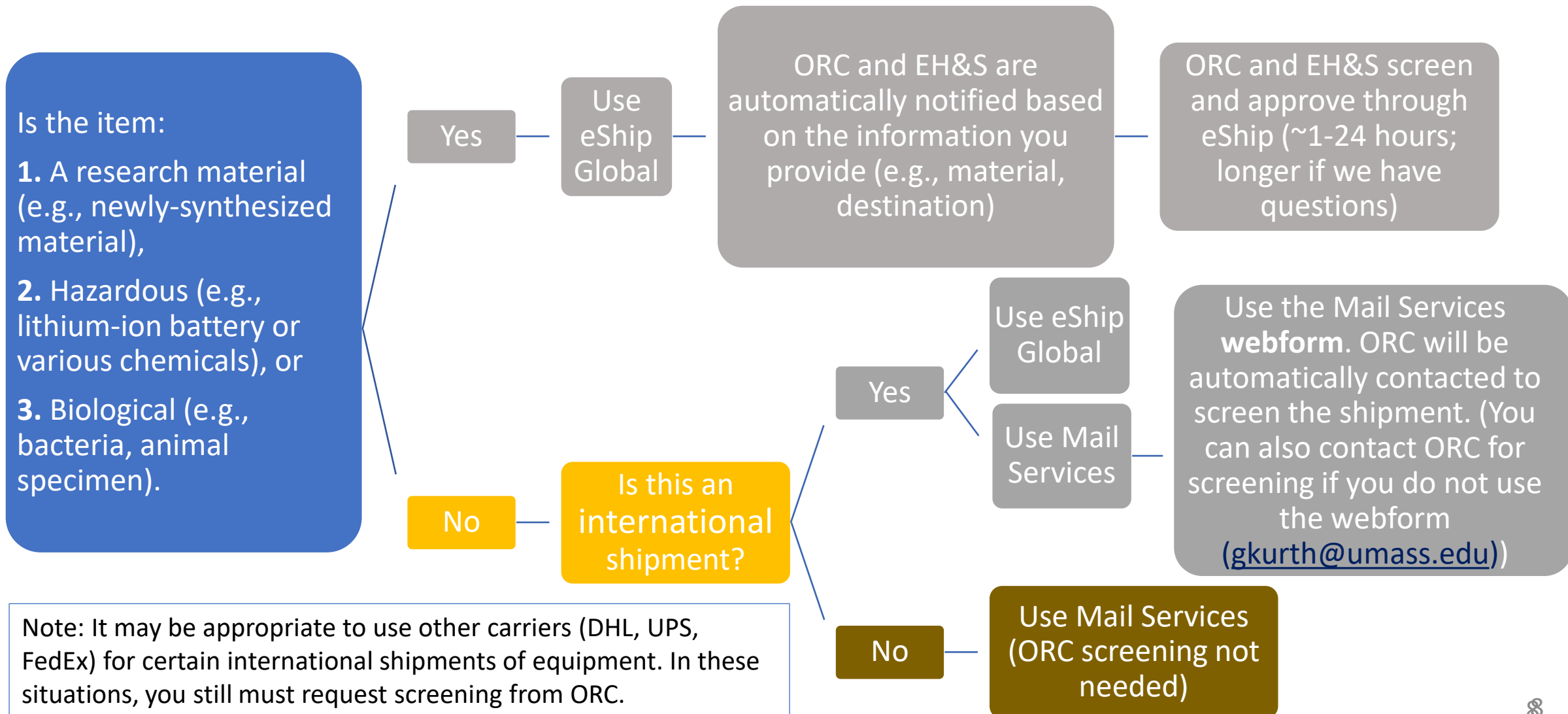
- **Examples:**
 - Sensors and lasers
 - Computers and specialized software
 - GPS/GNSS equipment
 - Night-vision equipment or cameras (e.g., high-speed, infrared, underwater)
 - Drones
 - Biological/chemical materials
 - Mass spectrometers
- These items may be classified for export, but will not necessarily require a license to ship
- Even if your item is not controlled, we still need to screen the recipient, affiliation, and destination country



What shipments need to be screened for export controls?

- **All international shipments and certain domestic shipments must be screened for export controls**
 - Export controls apply even if the item is being shipped to the country where it was manufactured
- Key questions to assess:
 1. Is the item controlled for export to the destination country?
 2. What will the item be used for?
 3. Is the recipient on a U.S. government restricted-party list?
 4. Is the destination country or recipient subject to U.S. government sanctions?
 - Sanctions may be targeted towards specific goods, companies, or individuals
 - Sanctions may also be comprehensive (Iran, Syria, North Korea, Cuba, certain regions of Ukraine)

Flow chart for approval of shipments



How can I speed up the process?

screening

UMassAmherst

Be as clear as possible when describing the shipment

- Item to be shipped, what it's made from, and intended use
- Recipient (person and their organization)
- Destination address
- For equipment, provide the name, model #, and value (or a link to the item on the manufacturer's website!)

Welcome to UMass Mail & Distribution Services

Campus mail service is provided to students, faculty, and staff of the Five College community for University related business^.

UMass Mail & Distributions Services offers:

- Incoming/outgoing mail pickup and on-campus delivery
- Campus inter-office mail delivery
- Bulk mail services
- Mailpiece design assistance
- 5 college campus mail pickup and delivery
- Distribution services
- Campus mail supplies
- OpScan Services intake and processing

[Start your mailing order **online** today!](#)



search this site

Compliance Information

- [eShip Global](#)
- [Export Controls](#)
- [Shipping Hazardous Materials](#)
- [Shipping Prep Form for Domestic & Int'l Packages](#)

USPS Shortcuts

- [Zipcode Lookup](#)

Other ways we can assist you

- Commercial invoices and item descriptions
- Customs documentation (or permits)
- Large international shipments of research equipment

University of Massachusetts Amherst						
College of Natural Sciences						
Department of Geosciences						
SHIPPED TO: Pole Position Logistics AS Attn: Arctic Capacity/Henrik Lassen/Bradley Port of Longyear 9170 Longyearbyen, Svalbard NORWAY			SHIPPED FROM: Ray Bradley Dept of Geosciences, 627 N. Pleasant Street University of Massachusetts Amherst Amherst, MA 01003 Phone: 413-545-2120 Cell: 413-512-1487			
DESCRIPTION OF SHIPMENT AND CONTENTS						
Supplies for scientific expedition to northern Greenland						
EMPLOYER IDENTIFICATION NUMBER (EIN): 04-3167352						
DECLARATIONS						
There are two 12v batteries in this equipment (in box #1)						
BOX No	Qty	Item	Description/use	Estimated value [USD]	Export control classification number (ECCN)	Harmonized tariff system code (U.S. Schedule B)
1		Zarges aluminum box				
	1	UWITEC sampling gear	Supplies	\$100	EAR99	9015.80.8040
	1	Van Doren water sampler & messenger	sampling equipment	\$200	EAR99	9015.80.8040

Other ways we can assist you

- Harmonized tariff codes/Schedule B numbers
- Required for all international shipments (except documents)

Harmonized Tariff Schedule of the United States Revision 2 (2023)					
Annotated for Statistical Reporting Purposes					
XVI 85-36					
Heading/ Subheading	Stat. Suf- fix	Article Description	Unit of Quantity	Rates of Duty	
				General	Special
8517		Telephone sets, including smartphones and other telephones for cellular networks or for other wireless networks; other apparatus for the transmission or reception of voice, images or other data, including apparatus for communication in a wired or wireless network (such as a local or wide area network), other than transmission or reception apparatus of heading 8443, 8525, 8527 or 8528; parts thereof: Telephone sets, including smartphones and other telephones for cellular networks or for other wireless networks :			
8517.11.00	00	Line telephone sets with cordless handsets.....	No.....	Free ^{g/}	
8517.13.00	00	Smartphones.....	No.....	Free	

Harmonized Tariff Codes Now Required



Effective **March 1, 2023**, USPS customs forms require the **Harmonized Tariff Code (HTC)** be included for everything shipped internationally, except documents. *UPS has had this in effect for years.*

There are two search tools that we recommend to help determine the proper HTC - [The U.S. International Trade Commission HTS search tool](#) and [The U.S. Census Bureau search tool](#). Both of these tools will provide up to a ten-digit Schedule B number (**which includes the six-digit HS code**). The six-digit HS code is required on the customs form(s). Should the code be more than six digits, you need only include the first six digits.

Click [this link](#) to view an informative video, provided by the US Dept. of Commerce International Trade Administration, titled [Understanding Your Products HS Code](#).

Export Control Contacts and Resources

- Ellie Kurth, Export Control Compliance Specialist
 - gkurth@umass.edu
 - 413-545-5201
- Dan Sacco, Sr. Associate Director, Office of Research Compliance
 - dansacco@research.umass.edu
 - 413-545-3468
- UMass export controls Website (<https://www.umass.edu/research/compliance/research-safety-and-security/export-controls>)

Export Controls Website (<https://www.umass.edu/research/compliance/research-safety-and-security/export-controls>)

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