Mail and Parcel Services

Business Hours
8:00 a.m. to 3:15 p.m.

Office Extension
X5475

Delivery Schedules
- Mail arrival on campus: 8:00 a.m. and 10:00 a.m.
- United Parcel Service outgoing: 2:00 p.m.
- Internal Mail Delivery/Pickup: between 10:00 a.m. and 12:00 p.m.
- Outbound mail delivery to post office: 3:00 p.m.
- Late mail: after the normal mail pickup in your area, bring mail directly to Mail and Parcel Services. If it is close to 2:30 p.m., call first and we will make every effort to delay the mail delivery to the post office until you arrive.
- Specials (i.e., certified, registered, express, Federal Express, 2nd day/next day air) are delivered in internal mail delivery. Specials arriving after the mail run are delivered in the afternoon. Some of these items may be sent to Central Stores and delivered the next day.

Services Provided
Personal Mail
All types of personal mail may be processed at the Mail and Parcel Services Center, located in the Student Union Building. Stamps may be purchased and other services may be performed. Personal mailing should be done during breaks. No personal mail will be processed through internal mail deliveries. Personal checks are accepted with proper ID. Credit cards are not accepted.

Large Mailings
Each department is responsible for the coordination of individual bulk mailing projects. If you have any questions about such mailings, there are people in the Development Services Office who can advise you on your specific needs and introduce you to the contracted mailing house. Purchasing will handle all of the billing and the leftover material left at the mailing house.

Forwarding Employee Mail
All mail coming to Biola for former employees is to be forwarded by the department in which the employee worked. The decision regarding policies on forwarding/returning and sending out address corrections for a former employee’s mail is up to each individual department. It is the responsibility of the employee to leave his/her mailing address with their department upon leaving the university.

Forwarding Student Mail
All undergraduate mail is forwarded by Mail and Parcel Services once a week, for up to six months. Mail for graduates is the responsibility of the individual schools.

Metered Mail
All metered mail to be processed is to be separated from regular house and stamped mail. A mailing and postage form (purchased from Central Stores) must be filled out and attached to the bundle of mail to be processed. It is important to mark the class of mail, department name, date, person...
mailing, and department account number for proper charges. When mailing items, please mark the area “weight of” the same only if pieces have identical contents. **In order for envelopes to be sealed by our mailing equipment, flaps must be down.**

Only letter-sized envelopes can be sealed. It is important to mark the mailing slip if the mail is international (this includes Canada and Mexico) or domestic, due to the differences in postage rates. Do not mix international and domestic mail. Large quantities of mail take time to process. Please notify and bring large mailings to our office before 2:30 p.m. so they may be processed before our 3:00 p.m. delivery time. If there is a problem processing the mail that day, we will notify the specific departments. Departments are required to stamp flats with the class of mail. Special procedures (registered, insured, express, certified, UPS) must be separated from regular first class mail and processed with separate mailing slips. Different classes of mail should also be separated, and separate mailing slips should be included. Departments are responsible to fill out all required forms for mail that is using a special service. This includes custom forms for international mail parcels and packages.

**Departmental Stamps**
A department may order stamps by phone or e-mail and charge them to its department’s account number. Stamps will be delivered during our regular mail delivery. If an order is placed after the mail delivery, the department may pick the stamps up at Mail and Parcel Services or wait until the next mail delivery.

**Interoffice Mail**
Interoffice mail consists of loose and enveloped correspondence between students, staff, faculty, and administrators. To ensure proper delivery, please follow these guidelines:

- Memos must include both name and department.
- Presort memos to large groups of employees by department. Keep these items sorted by binding them or paper clipping them together.
- Interoffice mail (plain envelopes)—one line address format is preferred. **Separate** all house, metered, and stamped mail to ensure proper handling.
- Interoffice envelopes—these reusable envelopes are available through Central Stores for in-house or internal mailings. Please include the full name and department when addressing interoffice envelopes. For accurate delivery, it is important to mark out all previous address markings and to place the new address on the last line, rather than between markings.
- Internal Parcels—wrap carefully, and address with the full name and department.

**External Mail**
The U.S. Postal Service now uses computer scanning to handle the half-billion pieces of mail delivered each day. Standardizing addresses helps move your mail faster and more reliably. Please follow the guidelines for standardized addressing listed below:

- Always put the addressee name on the first line. If you are sending mail to someone at a company, put the company name on the second line.
- In addition to street address and P.O. Box number, please include the following:
  a. N (North), S (South), E (East), W (West), NE, NW, SE, SW
b. AVE (Avenue), ST (Street), DR (Drive), RD (Road), PL (Place), CIR (Circle), BLVD (Boulevard), or CT (Court)  
c. RM (Room), STE (Suite), or APT (Apartment) number

- Put the ZIP code on the same line, after the city and state. Include the ZIP + 4 code, if you know it. Zip codes can be found at USPS.com.
- Capitalize and justify all type to the left. Do not punctuate.
- For international mail, full country name must be in English, in all caps, and by itself on the last line.
- Always include a complete return address.
- Off-campus packages must be sealed and labeled before Mail and Parcel Services can mail them off campus. Packaging material can be purchased either at the Biola Bookstore or Central Stores. Padded envelopes are available for purchase at Mail and Parcel Services. Mail and Parcel Services is not responsible for any items that are not packaged correctly.

U.S. Postal Service Mail Classifications and Standards

First Class Mail  
First Class Mail is used for such things as postcards, greeting cards, personal notes, business replies, letters, checks, money orders, bills, statements, accounts, and matter sealed and closed against postal inspection. First Class Mail is given the best transportation service available.

Priority Mail  
Priority Mail is First Class Mail that is zone-rated and weighs more than 11 ounces. Use it when two- to three-day service is desired. The maximum weight is 70 pounds. The major delivery objective is two-day service between major markets.

Media Mail  
This class of mail is generally used for books, CDs, DVDs, and other media material. It is considered media when no advertisements are enclosed. This class of mail is the least expensive and the slowest of the mailing categories.

Standard Mail  
This class of mail is used for mass mailings, which includes printed materials and merchandise or parcels that weigh less than one pound. It is important to note that any piece of standard mail must be less than 16 ounces.

Parcel Post  
Parcel Post is for packages weighing one pound or more and not requiring priority treatment. The maximum weight for Parcel Post is 70 pounds and the maximum size is 108 inches in length and girth combined.

Certified Mail  
This service provides a receipt to the sender and a record of delivery at the destination post office. No insurance coverage is kept and no record is kept at the entry post office. A return receipt to provide the sender with proof of delivery can be obtained for an additional fee. Certified Mail travels with all other First Class Mail and maintains identity until it arrives at the delivering post office.
Registered Mail
Designed to provide added protection for valuable mail, Registered Mail is the safest way to send valuables through the U.S. mail system. Postage insurance may be purchased to cover articles valued up to $25,000. Only mail prepaid at the First Class rate may be registered. Registered Mail does not enter the main stream of other First Class Mail and requires additional delivery time.

Insured Mail
Payment can be obtained for Domestic Mail that has been lost, rifled, or damaged, by having it insured. You can buy insurance up to $500 for Parcel Post. It is available for merchandise mailed at the Priority Mail or First Class Mail rates.

Return Receipts
This is your proof of delivery. It is available on mail insured for more than the stated value, on Certified, Registered, and Domestic Express Mail Shipments. The return receipt identifies the article number, who signed for it, and the date it was delivered.

*A special note to all on-campus mailers: Mail and Parcel Services does not handle these special services for any outgoing international mail. The La Mirada Post Office handles international specials due to the many differences in international postal regulations. If you have any questions regarding these services, please feel free to call Mail and Parcel Services.

Express Mail
Express Mail is an extremely reliable and fast delivery service available from the U.S. Postal Service. It reaches all major markets in the U.S. and 84 foreign countries. Express Mail provides for the shipment of letters, documents, and other items that can be mailed and carries document reconstruction insurance at no additional charge. (Supplies are handled at Mail and Parcel Services.) Express Mail is taken to the post office by Mail and Parcel Services, along with all the other outgoing mail at 2:30 p.m. daily. Mail and Parcel Services will handle all domestic Express Mail, but International Express Mail must be taken to a U. S. post office by the sender.

International Mail
Regular international items that can be mailed can be mailed through Mail Services. When mailing these items, please contact Mail Services to determine your special mailing needs. Certain international items require specific customs documentation. If customs regulations are not followed, some mailed items may be impounded.

Courier Service
There are different courier services available to our campus community. Federal Express is available at the Mail and Parcel services location. Items going out through Federal Express must be dropped off by 2:30 p.m. for scheduled pickup. ON-TRAC is a courier service that provides low-cost, 10:30 a.m. delivery service in California. ON-TRAC is also available with one or two day service for large metropolitan areas in the states of Arizona, Nevada, Oregon, Washington, and Utah.

Packaging Parcels
All parcels to be shipped off campus to any destination must be sealed and labeled before Mail and Parcel Services can handle them. Packaging material can be purchased either at Mail and Parcel Services (letter and padded envelopes), the Biola Bookstore, or Central Stores. Mail and Parcel
Services is not responsible for any items that are not packaged correctly. Addresses on all outgoing packages should be written both clearly and legibly.

**United Parcel Service**
Mail and Parcel Services handles all outgoing UPS packages. Packages going via UPS must be sealed and labeled properly, before shipment. Outgoing UPS packages must be ready to ship before 2:30 p.m. the day of shipping, which ensures the necessary forms are processed before the carrier’s arrival. If it is not delivered to Mail and Parcel Services before the required time, it will be shipped the next day. UPS makes one delivery (Central Stores at 9:30 a.m.) and one pickup (Mail and Parcel Services at 2:30 p.m.) each day. All incoming UPS shipments are checked in and delivered by Central Stores.