

VCU Mail Services



Newsletter

November 2013 • 4th Quarter Issue

VCU Mail & Copy Services is now operated by Novitex Enterprise Solutions

VCU Mail Services (formerly operated by PBMS), is now Novitex Enterprise Solutions. We are very excited about this change and you should experience no service interruptions.

Anatomy of Our Name:



Novitex, noun \ NOH-vi-tek\

1. Exciting, new company where delivering world-class and value to clients is our top priority.
2. An industry leader that delivers innovative document and communications management solutions that help companies around the world drive business process efficiencies, increase productivity, reduce costs and improve client satisfaction.

Origin:

2013; *English* - the Novitex name is derived from a creative compilation of our core values as identified by employees, clients and analysts during the research phase of our naming program. Our new name speaks to our company's heritage in innovation and excellence as an industry leader in our core markets, yet is new and fresh enough to signal where we are headed in delivering document and communications management solutions for organizations of all sizes.

Construction:

innovate / integrate / excel / → nov it ex → **Novitex**

We invite you to visit our website at www.novitex.com to learn more about our new vision and company.

Thanksgiving Holiday Schedule

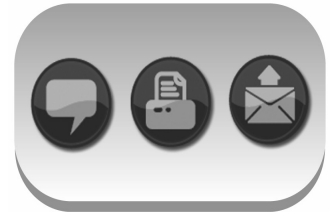
The university will be closing early Wednesday, November 27. VCU Mail & Copy Services will close at 1:00 p.m. at the Monroe Park & MCV Campus facilities and at 2:00 p.m. at the Ownby Lane processing center. Any mail received before that time will be processed the same day. VCU Mail Services will also observe the same university holidays and be closed Thursday, November 28 and Friday, November 29, 2013.

Winter Shutdown Schedule

The university will be closed from Monday, December 21, 2013 through Wednesday, January 1, 2014. To assist our customers, VCU Mail Services will operate under special hours at all of our facilities. Novitex Enterprise Solutions will strive to keep the mail flowing during the winter closing.

VCU Mail Services will observe (close) the university's scheduled holidays of December 24 and 25 & 31, 2013, and January 1, 2014. On December 23, 26, & 27, 2013, our facilities will be open from 8:00 a.m. to 1:00 p.m. on the MCV Campus (closing at noon on Dec. 23, 2013) and from 10:00 a.m. to 12:00 p.m. on the Monroe Park Campus. All incoming mail will be sorted and posted to the P.O. Boxes daily. All outgoing mail received before the facilities close will be processed the same day.

Departments currently on a delivery route (receiving pickup & delivery services) must contact VCU Mail Services in writing or by email to request service during the winter closing. Otherwise, mail deliveries will resume on Thursday, January 2, 2014. Please be on the lookout for our "Special Hours of Operation" memo in the next couple of weeks for more information.



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Novitex Enterprise Solutions Wants to Hear From You!

Our promise and commitment is to provide "R.O.C." customer service (**R**ight the first time, **O**n time, **C**ost Effectively). Has our Mail Services team provided you with superior customer service? Our goal is to provide you, our customer, the best possible service. Please assist us in our efforts to serve you better by taking a few moments to complete the online Customer Comment Card located on our homepage at www.bsv.vcu.edu/mailservices. Simply click on the "Tell Us How We Are Doing" icon on the left navigator bar. All feedback will be sent directly to our Contract Administrator. *Our company recognizes exceptional customer service providers.*

Auxiliary Services

MOVE UPDATE STANDARD — Commercial Letters, Postcards, Flats & Parcels Quick Service Guide 230a

The Move Update standard is a means of reducing the number of mail pieces in a mailing that require forwarding or return by the periodic matching of a mailer's address records with change-of-address orders received and maintained by the Postal Service. Mailers who claim presorted or automation prices for First-Class Mail or Standard Mail must demonstrate that they have updated their mailing list within 95 days before the mailing date.

The Postal Service offers four preapproved methods: Address Change Service (ACS), National Change of Address Linkage System (NCOA^{Link}), and ancillary service endorsements except for Forwarding Service Requested. Alternative methods that require separate approval also are offered for First-Class Mail. Mailers must use one of the preapproved or alternative methods to meet the Move Update standard.

The Move Update standard is met when an address used on a mail piece in a mailing for any class of mail is updated with an approved method and the same address is used in a commercial First-Class Mail or Standard Mail mailing within 95 days after the address has been updated. Except for mail bearing an alternative address format, addresses used on all pieces claiming Standard Mail prices are required to meet the Move Update standard.

Use of VCU Mailing Permit #869

Novitex Enterprise Solutions, the VCU Mail Services' contractor, provides up front postage for meters and mailing permits for outgoing VCU mail. Novitex provides full mail management services (list management, addressing, print to mail, etc) as part of the university's contract.

Beginning August 1, 2013, for print to mail or other such jobs provided by a vendor other than Novitex Enterprise Solutions, Novitex began charging VCU departments 2.5% of the postage amount as a fee for utilizing Novitex funds on deposit with the USPS for VCU postage.

VCU Mailing Permit Options are:

- 1) Let us (Novitex Enterprise Solutions) provide mailing services for you; the 2.5% fee will be waived
- 2) Departments can use outside vendor to complete mailing services but agree to pay the 2.5% fee of the total postage. Departments still need to follow the authorization process.
- 3) Departments may elect not to utilize the VCU Permit #869 and use the vendor's permit and postage account. VCU authorization process not required.

If you have questions regarding this change, please call us at 8-3868.

Proposed Postage Increase Effective 2014

The USPS announced proposed price changes, including an increase in the price of a First-Class Mail single-piece letter from 46 cents to 49 cents. The proposed changes, which would go into effect January 26, 2014, are intended to generate \$2 billion in incremental annual revenue for the Postal Service.

Highlights of the new single-piece First-Class Mail pricing include:

Letters (1 oz) - 3 cent to 49 cents

Letters additional ounces—1-cent increase to 21 cents

Letters to all international destinations (1 oz.) - \$1.15

Postcards—1 cent increase to 34 cents

Stamp prices have stayed consistent with the average annual rate of inflation of 4.2 percent since the Postal Service was formed in 1971. Pricing for Standard Mail, Periodicals, Package Services and Extra Services also will be adjusted as part of a filing to the Postal Regulatory Commission (PRC) scheduled to take place September 26.

2013 HOLIDAY SHIPPING DATES

To ensure delivery of holiday cards and packages by Dec. 25, the Postal Service suggests that mail be entered by the recommended mailing dates listed.

Remember, all mail addressed to military Post Offices overseas is subject to certain conditions or restrictions regarding content, preparation and handling.



Domestic Mail Class/Product	Cutoff Date
First-Class Mail	Dec. 20
Priority Mail	Dec. 21
Priority Mail Express*	Dec. 23
Standard Post	Dec. 14
DNDC Drop Ship	Dec. 19
DDU Drop Ship	Dec. 21
International Mail**	
Priority Mail Express Military APO/FPO/DPO**	

*Priority Mail Express postage refund eligibility is adjusted for shipments mailed Dec 22-25

**See additional information below.

Military Mail Addressed to:	Priority Mail Express Military Service (PMEMS) ¹	First-Class Mail Letters and Cards	Priority Mail	Parcel Airlift Mail (PAL) ²	Space Available Mail (SAM) ³	Standard Post
APO/FPO/DPO AE ZIPs 090-092	Dec. 17	Dec. 10	Dec. 10	Dec. 3	Nov. 26	Nov. 12
APO/FPO/DPO AE ZIP 093	N/A	Dec. 3	Dec. 3	Dec. 3	Nov. 26	Nov. 12
APO/FPO/DPO AE ZIPs 094-098	Dec. 17	Dec. 10	Dec. 10	Dec. 3	Nov. 26	Nov. 12
APO/FPO/DPO AA ZIP 340	Dec. 17	Dec. 10	Dec. 10	Dec. 3	Nov. 26	Nov. 12
APO/FPO/DPO AP ZIPs 962-966	Dec. 17	Dec. 10	Dec. 10	Dec. 3	Nov. 26	Nov. 12

¹ PMEMS: is available to selected military/diplomatic Post Offices. Check with your local Post Office to determine if this service is available to an APO/FPO/DPO address.

² PAL: is a service that provides air transportation for parcels on a space-available basis. It is available for Standard Post items not exceeding 30 pounds in weight or 60 inches in length and girth combined. The applicable PAL fee must be paid in addition to the regular surface price for each addressed piece sent by PAL service.

³ SAM: parcels are paid at Standard Post prices with maximum weight and size limits of 15 pounds and 60 inches in length and girth combined. SAM parcels are first transported domestically by surface and then to overseas destinations by air on a space-available basis.

Example Format For Incoming and Outgoing Mail by Line

Addressing Standards:

- ▶ 10 to 14 point Sans Serif type fonts with uniform stroke thickness & clear vertical space between letters.
- ▶ Type or machine print in dark ink on a light background. Left justify every line.
- ▶ Use two-letter state abbreviations. One space between city and state, two spaces between state & zip. Always use correct zip + 4.

Jane Doe
123 Anywhere St.
City , State 12345

MR JOHN DOE
UNIVERSITY MAIL SERVICES
VIRGINIA COMMONWEALTH UNIVERSITY
1622 OWNBY LN
P O BOX 980172
RICHMOND VA 23298-0172

Lines 1, 2, & 4 are **optional lines**. They may be used if needed.

Lines 3, 5, & 6 are **mandatory lines** on all addresses to comply with USPS Automation formats.

The nine-digit zip codes apply to the PO Box number, NOT the street address.

....Line 1: Attention Line

....Line 2: Department Name Line

....**Line 3: FIRM NAME LINE**

....Line 4: Street Address Line

....**Line 5: DELIVERY ADDRESS (PO BOX)**

....**Line 6: CITY, STATE & ZIP CODE + 4**

Hours of Operation and Pickup/Delivery Times

VCU Mail Services Hours:

Monroe Park Campus Mail Center	8:00 am—2:00 pm
MCV Campus Mail Center	8:00 am—2:00 pm
Mail Processing Center (Ownby Lane)	6:00 am—5:00 pm

Pick-Up & Delivery Times:

Morning MCV Campus Route	8:30 am—10:00 am
Morning Monroe Park Campus Route	9:00 am—12:30 pm
Afternoon MCV Campus	2:00 pm—3:00 pm
Afternoon Monroe Park Campus	1:00 pm—3:00 pm
Alternate Delivery Service	10:00 am—1:30 pm
Student Commons Drop Box	10:00 am & 2:00 pm

Important Phone Numbers

Mark A. Harvey, Service Delivery Manager	8-3868	
Donnette Haynes, Asst. Manager, Aux. Services, Customer Relations	8-3868	
Fax Number	8-5894	
Vernon Benson, Mail Operations Supervisor	8-1343	
Earl Seaborne, Auxiliary Services Lead Associate	8-2530	
Clerk-on-Duty (Valentine House) Monroe Park Campus Mail Center	8-1577	Fax Number 8-1355
Clerk-on-Duty (VMI Building) MCV Campus Mail Center	8-1344	Fax Number 8-3299
USPS Zip Code Information	1-800-275-8777	