Mail Services Website

Here you can find:

- GSU P.O. Box Search Engine – allows the user to search a P.O. Box number by department name or find a department by P.O. Box #.
- On-Line Check Request – order checks to the USPS for bulk mailings charged to departmental accounts. Please allow 5-7 business days for the processing of your check from the date you submit the request to Mail Services.
- Post Card Design Specifications – to help design a post card that will meet USPS standards to avoid having your mailing rejected.
- References and Resources – important information from the USPS including address and zip code look-up, domestic and international mail postage calculators, customs forms, etc.

MISSION STATEMENT

The mission of Mail Services, a unit of Auxiliary and Support Services, is to provide a customer-focused environment offering accurate and timely processing of mail to the Georgia State University community and its constituents, in support of the University's mission.
DELIVERY AND PICK UP

Mail to all departmental mail stops will routinely be delivered and picked up between 11:00 a.m. and 2:00 p.m. daily. Exact times will vary slightly depending on locations in the delivery route sequence. Outgoing mail received by Mail Services by 3:00 p.m. daily will receive same day processing by Mail Services.

INCOMING MAIL

Incoming Mail Standards

The current addressing standards for Georgia State University incoming mail were established with the help of the United States Postal Service (USPS) and are based on the best practices in the mailing industry. As the GSU community is spread throughout downtown Atlanta, the use of PO. Boxes for the addressing of mail flowing inbound through the USPS was established as the best option for the expedient, efficient, and effective processing and delivery to departments.

For the purpose of providing a mailing address to outside entities and for use with inter-departmental mailings, all GSU departments have been assigned a PO. Box. In most cases, the PO. Box is assigned to a department based on the building in which it is located. These boxes are paid for through general University funds. In some cases a PO. Box may be exclusive to a department, but that is only if the department chooses to pay for the box from its own funds.

To find the PO. Box for a department, please visit the PO. Box search engine at www.gsu.edu/mailservices.

Once the department is assigned a PO. Box, the department should use the address format template below when providing a mailing address for regular USPS mail:

Joe Panther
Office of the President
P.O. Box XXXX
Georgia State University
Atlanta GA 30301-XXXX

STANDARDS FOR OUTGOING MAIL

When Not to use P.O. Boxes

1. When providing campus addresses to express shipping companies such as FedEx, UPS, etc., use the department’s physical address (in most cases they will not accept a PO. Box #).
2. The University Library uses its 100 Decatur Street address for mail (regular and overnight) through a special arrangement with the USPS. Inter-departmental mail for the University Library should be addressed to PO. Box 3967.

DELIVERY AND PICK UP

Time Expectations

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STANDARDS FOR OUTGOING MAIL

Certified and Registered Mail

Delivery Confirmation - Provides a tracking number and proof of delivery.
Certified Mail - Provides a mailing receipt and a record of delivery. The record of delivery is maintained at the recipient Post Office for two (2) years.
Registered Mail - The registered mail system is designed to provide added protection for valuable mail (i.e., bonds, checks, etc.).
Return Receipts - Return Receipts are available for both types of mail. It identifies the article number, the date it was delivered, and who signed for it.

SPECIAL SERVICES FOR OUTGOING MAIL

Certified and Registered Mail

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