

## OBTAINING ADDITIONAL INFO

### 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.



**Mailing Address:**  
Georgia State University  
P.O. Box 3965  
Atlanta, GA 30302-3965

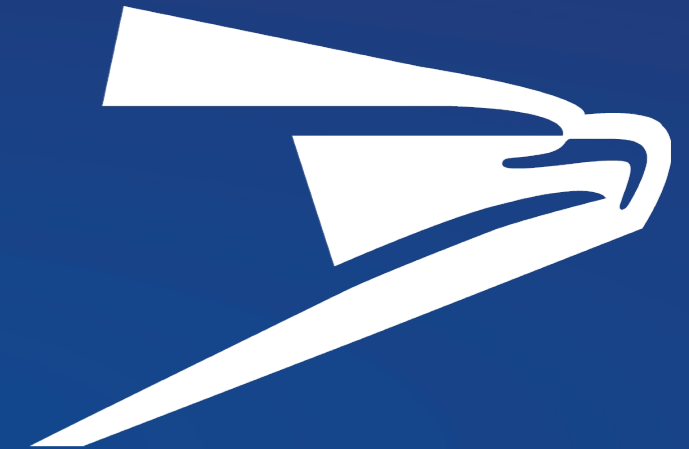
**Campus Location:**  
Georgia State University  
Kell Hall A-2  
24 Peachtree Center Ave  
Atlanta, GA 30303

**Contact:**  
Phone: 404.413.9653  
Fax: 404.413.9651  
Email: [mailservices@gsu.edu](mailto:mailservices@gsu.edu)  
[www.gsu.edu/mailservices](http://www.gsu.edu/mailservices)

**Hours of Operation**  
Retail Window Hours:  
8:30 a.m. - 4:30 p.m.  
Monday - Friday

General Office Hours:  
8:30 a.m. - 5:15 p.m.  
Monday - Friday

Closed on weekends and  
University holidays



## QUICK REFERENCE GUIDE



Phone: 404.413.9653 • Fax: 404.413.9651  
[mailservices@gsu.edu](mailto:mailservices@gsu.edu)  
[www.gsu.edu/mailservices](http://www.gsu.edu/mailservices)

## 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 P.O. 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 P.O. Box. In most cases, the P.O. 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 P.O. 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 P.O. Box for a department, please visit the P.O. Box search engine at [www.gsu.edu/mailservices](http://www.gsu.edu/mailservices).

Once the department is assigned a P.O. 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 30302-XXXX**

### When Not to use P.O. Boxes

1. When providing campus addresses to express shipping companies such as FedEx, UPS, etc., use located building's physical address (in most cases they will not accept a P.O. 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 P.O. Box 3967.

## DELIVERY AND PICK UP

### Time Expectations

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.

## STANDARDS FOR FOR OUTGOING MAIL

### Outgoing U.S. Postal Service Mail

All outgoing departmental mailings to be processed by GSU Mail Services must include a completed Mailing Statement which provides the speedtype, the sender's name and contact information, the mail classification, the special services desired, and the number of pieces. Missing or incomplete statements will result in the processing being delayed. Please ask your mail clerk for more information and to obtain more statements.

## USPS Format for Outgoing Mail

DEPARTMENT GEORGIA STATE UNIVERSITY P.O. BOX XXXX ATLANTA, GA 30302-XXXX	NAME OF RECIPIENT ADDRESS CITY, STATE, ZIP CODE
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### Tips for Faster Processing

1. Type and capitalize addresses.
2. Inaccurate addresses can result in delayed delivery or return to sender.
3. The envelopes should be white or an off-white color.

## SPECIAL SERVICES FOR OUTGOING MAIL

### Certified and Registered Mail

**USPS Tracking** - 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.

## EXPRESS MAIL SERVICES

### USPS EXPRESS

GSU Mail Services offers Express Mail, the USPS expedited service; however, to reduce shipping expense it is recommended you review the following before choosing Express Mail:

1. Ensure that express (overnight) delivery is required.
2. Should overnight delivery not be required, utilize standard Priority, 2-3 business day delivery as an alternative.
3. Obtain consolidated discounts by combining two or more packages into one package/box when shipping to the same location (must be contained inside one package/box).
4. Contact Mail Services for consultation if you are unsure of the best method for your mailing.

## INTER-DEPARTMENTAL MAIL

### Properly Addressing Inter-Departmental Mail

1. The preferred envelopes are the inter-departmental reusable envelopes and are available by contacting Mail Services.
2. Mark out all previous addresses and add the new information to the next open row.
3. Write: Name, Department, P.O. Box of Receiver, and Name, Department, and P.O. Box of the Sender.

### Inter-Departmental Mass Mailings

Due to the large number of employees on campus, Mail Services is unable to sort personalized inter-departmental mailings. Please contact Mail Services for mailing lists bundled by mail stop.