FAQ's – Distribution & Property Control Services

MAIL SERVICES

I'm new to the university and my position requires me to ship out overnights and prepare outgoing mail. Do you provide any training? *Yes! We're happy to teach you about the services we provide the campus. From our webpage select "Training Request" in the menu on the left side. Fill out the form and let us know what information you'd like to know more about.*

Can you overnight documents to a PO Box? *Yes, but you must use USPS Priority Mail Express service. Fill out the form attached to the envelope and have it to our office no later than 2:00pm. The sooner we have it in hand the quicker we can have it processed by a window clerk at the Post Office. If you don't have a Priority Mail Express Envelope we have them available in our office.*

How late can I bring First Class Mail to your office? *You may bring your First Class Mail to our office up until 3:00pm for processing.*

I need to pull a letter from the outgoing mail, can I do that? *Yes, we can pull a letter prior to 4:15pm if you call 4525 or 4526. You'll need to let us know what department sent it out, the addressee and what type of envelope it is in.*

We mailed out a letter yesterday, can we get it back? *No, if it has been processed and the Post Office picked it up we can no longer retrieve the mail piece.*

Where can I get USPS supplies? *Go to the Distribution Services webpage and select "Supply Request" from the menu on the left side. You may select from inter-campus envelopes, FedEx supplies as well as USPS supplies. Box dimensions are included for your convenience.*

We have too many inter-campus envelopes in our office, can we return them to Distribution Services? *Absolutely! If your office receives more inter-campus envelopes than it sends out and you find yourself with an abundant supply, PLEASE return them to our office. We will refresh them and make sure there are no contents left behind before we send them on to another office. Put a note on them that reads: Empty - Return to: Distribution Services.*

What do I do if I don't know my chargeback number? *We do not give out chargeback numbers. We suggest that you contact your budget manager to get the correct chargeback information prior to mailing. If that person is not available, we will send out your mail and contact your budget manager for confirmation on the proper chargeback number.*

We have a new GF chargeback, how do I get new Mail Code Cards? *Please send your new chargeback number and title/description for the mail code cards to our department email at distributionservices@csusm.edu we will provide you with new bar-coded cards for your use.*

I have a UARSC Project Number can I send out mail from the meter? *Yes, please send us your UARSC Project Number and the Project Name for the mail code cards to our department email at distributionservices@csusm.edu we will provide you with bar-coded cards for your use.*

We have a new employee, should I notify you? *Yes, any time you have a change to your staffing please notify us at distributionservices@csusm.edu we will update our sorting bins to reflect the changes.*

We received mail that is not ours, what do we do? *Call 4525 or 4526 and let us know whose mail you have received in error. This will help us to provide additional training as needed. Then put the mail back in inter-campus mail for re-delivery.*