UMHHC mail changes

The University may be at risk for losing its postal discounts due to inaccurate or incomplete addressing of incoming mail. Additionally, with the U.S. Postal Service becoming fully-automated, inaccurately addressed incoming mail will take longer to get to intended recipients.

To avoid delays and loss of postal discounts, Materiel Services is asking all faculty and staff to review and update all databases, directories, Web sites and stationery items (letterhead, business cards, mailing envelope return addresses and labels, etc.) where your unit’s/office’s/department’s address is listed as the recipient address.

Please note: You do not need to throw away your current stationery supplies. We are updating the ordering system to ensure new orders are accurate in accordance with the USPS address standards listed below.

When you make updates, follow USPS standards:

RUFUS LANGDON  
LAW DEPARTMENT  
AMERICAN UNIVERSITY  
1500 E MAIN AVE SPC 5004  
WASHINGTON DC 20260-5004  
Individual name  
Information/Attention (optional)  
Recipient (optional)  
Delivery Address, Suite/Room/Special Postal Code  
City/State/Zip+4 (SPC for some areas)

USPS does not punctuate abbreviations and prefers block letters for all addresses to improve accuracy in automatic sorting. See the USPS Web site - http://pe.usps.gov/text/dmm300/602.htm - for more details about their preferences.

“BOX” no longer allowed

The word BOX is no longer to be used on any UMHHC mail, whether internally or externally. Because the UMHHC does not have PO Boxes and never has, when BOX appears on any incoming mail, the automated sorters automatically assume that the piece is supposed to go to a PO Box. As such, the piece is delivered to the main Post Office in downtown Ann Arbor. This creates a delay in delivery time and increases labor costs, both for USPS and UMHHC.

To remedy this situation, use SPC where you have used the word BOX in the past.

What’s an SPC?

For UMHHC, SPC stands for Special Postal Code. It is simply a replacement for the word BOX. Your BOX number is now your SPC number, which is used to designate a drop area for internal mail sorting and delivery. SPC and your SPC number can be used both on your internal/campus mail and on your U.S. mail, just like you would normally use BOX, RM and SUITE as follows:

CAMPUS MAIL SAMPLE:

Old way:  
Correct way:

Name: John Smith  
Name: John Smith  
Dept.: HR  
Dept.: HR  
Campus Zip/Box/Unit: 0024  
Campus Zip/SPC: 5024  
Room/Building: NCAC Room 1700  
Room/Building: NCAC Room 1700
**US MAIL SAMPLE:**

**Old way:**
Dr. Tom Jones  
Pathology  
UH/Box 0024 (change 0 to 5)  
Ann Arbor, MI 48109-0024  

**Correct way:**
TOM JONES, M.D.  
DEPARTMENT OF PATHOLOGY, RM 119  
1500 E MEDICAL CENTER DR SPC 5024  
ANN ARBOR MI 48109-5024  

**SPC (BOX) numbers changing**

All medical center SPC numbers that began with 0 have been changed to begin with 5. Because PO Boxes assigned by the USPS typically begin with 0, and we do not have PO Boxes, making this change helps avoid confusion and avoid unnecessary UMHHC mail delays. By using the new SPC correctly, mail will be delivered to us more accurately and sorted more efficiently.

If you see a UMHHC address or unit using an SPC number beginning with 0, change the 0 to 5.

If you have an SPC that begins with 0, make sure to change the 0 to 5 on all databases, directories, Web sites and stationery items (letterhead, business cards, mailing envelope return addresses and labels, etc.).

**Other tips:**

In addition to making the changes we’ve asked above, if you have an SPC number within the UMHHC, you can further increase delivery efficiency by ensuring that your SPC number is always written on both the address line and on the Zip+4 line wherever your U.S. mail address is displayed as follows.

TOM JONES, M.D.  
DEPARTMENT OF PATHOLOGY  
1500 E MEDICAL CENTER DR SPC 5024  
ANN ARBOR MI 48109-5024  

**Already at work:**

There are several teams within the UMHHC working to update databases that provide addresses to purchasing suppliers and insurance companies, as well as update patient managements systems, provider directories, employee records and others as they are identified.

Employee records have already begun to be updated. However, it is prudent for you (or your administrative staff) to review x500 directory listings periodically, as many employees turn off the automatic update function. Changes can be made by using the “Bind” function: http://directory.umich.edu/ldapweb-bin/page?template=bind.

**Questions?**

We appreciate your cooperation with these requests. If you have questions or concerns, call Materiel Services, at 734-936-6166.