University Operational Efficiency Initiative
University Misdirected Mail Project

CLOSEOUT NOTIFICATION

Three years ago, in part because of major transitions and property acquisition, the university had a significant issue with misdirected mail. Efforts to identify and correct the issue were initiated by Procurement and Mail Services jointly. Over the course of the past three years, our study shows a significant decline in the total number of incompletely addressed mail pieces. University-wide the average number of pieces per month has dropped from approximately 240 to 85.

This reduction is a great accomplishment. Departments throughout campus cooperated by updating their written and electronic address information, while Procurement updated all vendor correspondences to insure proper mailing information. Mail Services opened and rerouted mail, attaching an orange reminder card asking the recipient to follow up and make necessary changes. Misdirected mail and misdirected checks continue to be a major priority for Procurement and Mail Services. We ask that you periodically review your mailing information to ensure that it is accurate and complete. And remember, if you see an orange card, update your information with your “sender” as soon as possible.

OVERALL UNIVERSITY SNAPSHOT

MONTH-MONTH COMPARISON
March 2014 > Total Misdirected and Insufficiently Addressed Mail Pieces 223
March 2015 > Total Misdirected and Insufficiently Addressed Mail Pieces 91
March 2016 > Total Misdirected and Insufficiently Addressed Mail Pieces 79

YEAR-YEAR COMPARISON*
2014-2015 | 32% decline in total misdirected and insufficiently addressed mail pieces
2015-2016 (as of 8/18/16) | 60% decline in total misdirected and insufficiently addressed mail pieces
2014-2016 | 73% decline in total misdirected and insufficiently addressed mail pieces

Misdirected checks by $$ 2014 | $1,465,653.38
Misdirected checks by $$ 2015 | $532,876.65
Misdirected checks by $$ 2016 | $1,072,719

Thank you,
Campus Mail Services &
Procurement Services

NOTE: Annual misdirected check totals vary based on check amounts and check volume in any given year. It is extremely important that you update your mailing information on all your internal and external correspondences and materials. If you are a department that receives funds, as a best practice, periodically contact your known partners with your correct mailing information.

*2014 total misdirected mail pieces, 1329; 2015 total misdirected mail pieces, 898; 2016 total misdirected mail pieces, 363