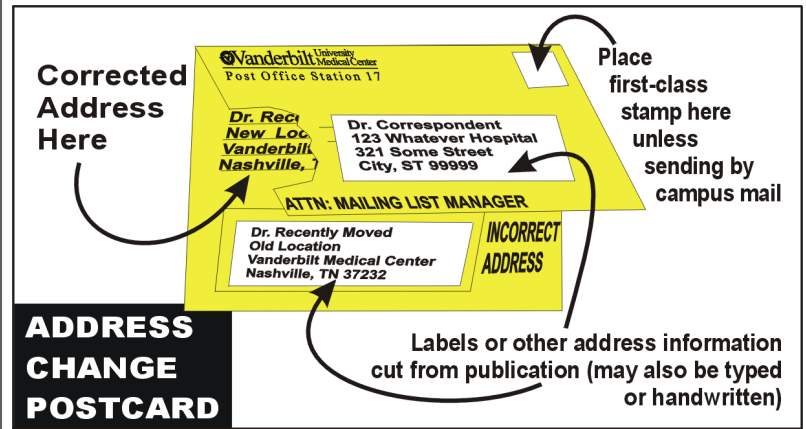


How to Deal with Misdirected Mail

IF—the piece was for your department but the address was incorrect.

A great deal of mail received at VUMC has outdated, incomplete, or just plain fractured address information. This can lead to delivery errors. The only way to deal with this is for the sender to update the database that generated the address. We have designed a convenient yellow postcard that can help you request the correction—cut out the wrong address, the sender's mailing address, stick them on the card, fold, fasten, stamp and mail. The illustration at right shows how you can do this.

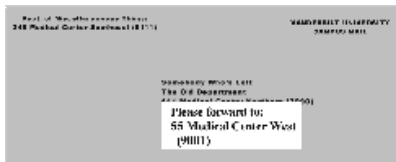


IF—the recipient has transferred or left Vanderbilt.

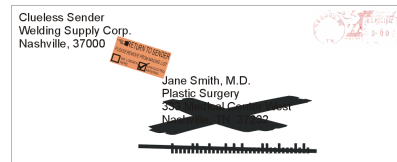
A piece of this type may or may not be genuinely misdirected—our policy is to sort to the address.

1. Often, it should simply be routed to the person who has taken the job previously held by the recipient. (Most VUMC mail is really for the position and not for the person.)
2. However, there may be cases where it should be forwarded to the recipient. If possible, we suggest that a departing staffer leave a supply of forwarding address labels, which can then simply be placed on the piece and it can be placed back in the mail stream.
3. The third possibility is that the mail may simply not be needed by anyone at all. In this case, we have a small orange label that can quickly be affixed to the piece so that it can be returned to the sender with a request that the record be removed from the database. (We have a pink card similar to the yellow card pictured above that can be used to request mailing list removals for magazines and other oversize pieces.)

Cases two and three are shown in the illustrations below:



#2 — Forwarding



#3 — Returning to Sender

IF—we goofed.

This is our least favorite kind of misdirected mail, but it does happen. When we make a mis-sort, we really want to know all the circumstances so that we can take precautions against it happening again. These should be returned to the personal attention of Randy Roberts, Post Office Director, B-0106 MCN (2635). We need to know not only where the letter should go, but also (something many people do not think of) *where it actually went*. This means we need your return address when you do this. If you wish, we will be happy to provide you with oversized, preaddressed envelopes to make this process easy.