1. **General Policies and Procedures**

University of Hawai‘i Colleges, Departments, and Programs utilizing the University of Hawai‘i at Mānoa (UHM) Campus Mail Services to process mail requiring postage shall be required to comply with the following policies and procedures.

- Colleges, departments, and programs requesting use of University of Hawai‘i at Mānoa Campus Mail Services are required to submit their mail with a pre-assigned barcode for identification and billing purposes for special services.
- Pre-assigned barcodes shall be distributed to known colleges, departments, and programs currently utilizing University of Hawai‘i at Mānoa Campus Mail Services.
- Colleges, departments, and programs mailing more than a single piece of mail under the same mail barcode may submit their pieces of mail securely bundled with a mail barcode attached to the top mail piece.
- Barcodes labels shall be laser printed and placed on the upper right hand corner of the back flap of envelopes and on the top right corner of parcels and other bulky items.

**Envelope Samples**

**Parcel Sample**

- Do not duplicate/copy barcodes on a copy machine, due to possible quality issues that may cause errors when the barcodes are scanned by University of Hawai‘i at Mānoa Campus Mail Services’ mailing system.
- All pieces of mail not identified with a barcode will be returned to the college, department, or program that processed the mailing.
- It shall be the responsibility of the college, department, and program to maintain a record and track all barcodes.
- Only University of Hawai‘i at Mānoa Campus Mail Services shall assign barcodes.
2. **Acquiring New Mail Barcodes**

   - **Step 1.** Complete **Barcode Request Form** and return to Campus Mail Services. Forms may be faxed to 956-9204, emailed to mailsvcs@hawaii.edu, or hand-delivered to 2442 Campus Road.
   - **Step 2.** Campus Mail Services will verify information on form and create barcodes.
   - **Step 3.** Requestor will receive email notification once the barcodes have been set up.
   - **Step 4.** Authorized fiscal officers can then log on to www.hawaii.edu/mailroom and assign approved users access to the barcodes.
   - **Step 5.** On the home page, click on “**Department Accounts**” and follow the provided instructions.

3. **Requesting Modifications to Existing Mail Barcodes or Related Information**

   Authorized fiscal officers can manage their own accounts through the Campus Mail Services website from the “My Accounts” section. Each department’s fiscal officer is responsible for updating Department Name, FMIS Account Number, and Campus Code changes to each account.

   For other modifications, please e-mail mailsvcs@hawaii.edu.

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