

Duke Campus Mail Services

(919) 684-2009

DukePostOffice@duke.edu



Return Mail Procedure

When returning mail to the sender, it is important you follow the guidelines below to ensure it does not re-enter the mail stream and come back to Duke. Failure to follow these procedures will likely result in receiving mail that you have already tried to return once. This procedure must be performed on EVERY piece of mail being returned; do not mark only the top of a banded stack.

1. Choose a reason from the list to the right and write it beside the address on the mail piece
2. Using a thick black marker, cross out the Zip Code in the mailing address, the black barcode on the front of the envelope, and the orange barcode on the back of the envelope (if present). See examples below of correctly marked envelopes



3. Band together all return mail and return to any Duke Campus mail facility, post box, or any USPS mailbox or location.

Return Mail Status

ANK – Attempted - Not Known

DEC – Deceased

DIS – In Dispute

IA – Insufficient Address

ILL – Illegible

NMR – No Mail Receptacle

NSN – No Such Number

UTF – Unable to Forward

REF – Refused

NSS – No Such Street

UNC – Unclaimed

VAC – Vacant

RTS – Any other reason

If you have any questions, please reach out to Duke Campus Mail Services for further instruction, or anything else we can do to help.

Thanks,

Duke Campus Mail Services

